Introductory Certificate online examination

User manual

Version 2: 6th September 2013

This user manual gives all the information needed to manage candidates and their examinations. If you need any help please contact our Qualifications team via email at iconline@apm.org.uk or by phone on 01844 271680 in the first instance.

The AP community area of the APM website is also a useful source of information. Documents available to download include:

- User manual
- Instructions to examination invigilators for IC online
- FAQs will be updated regularly

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Overview

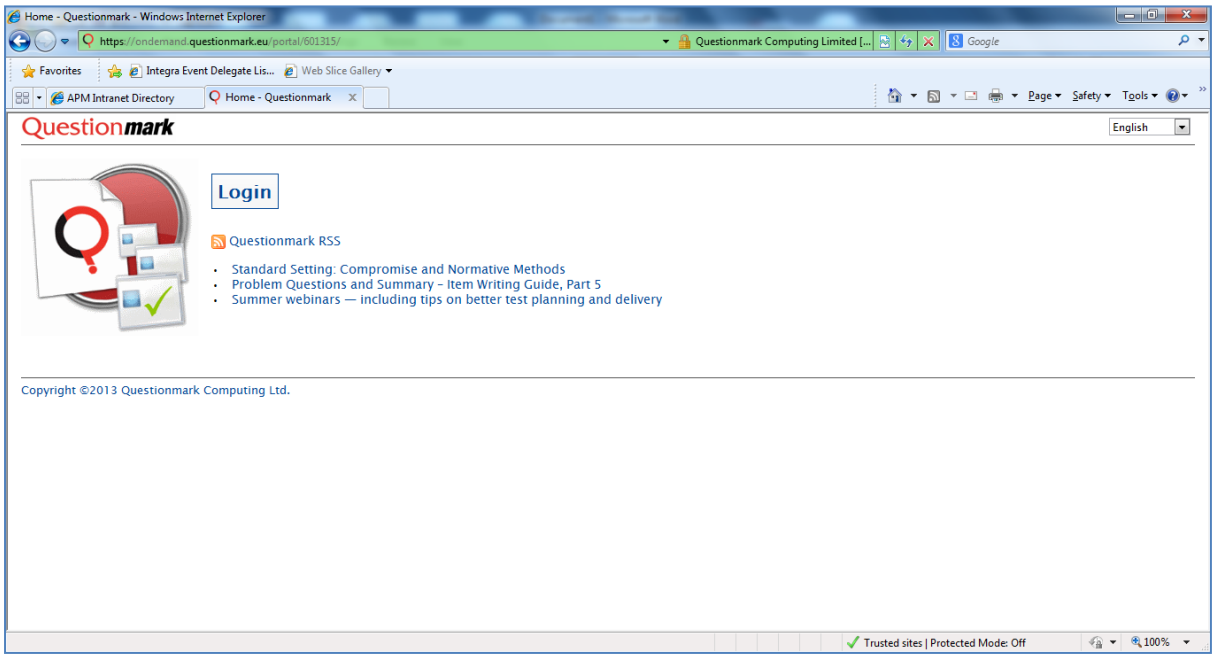
This user manual is designed to show you how to manage an exam candidate from point of booking IC online, through to taking the examination.

The URL you need to access the administration system is:

https://ondemand.questionmark.eu/portal/601315/

Your Group area and master administrator have been set up by APM and details of the username and password have been sent in the email confirmation from APM's accreditation officer. After you have logged in you will be able to set up additional administrators and groups to enable you to manage your candidates and their exams.

When you open the URL you will see the welcome screen below


Home - Questionmark - Windows Internet Explorer
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Login
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Standard Setting: Compromise and Normative Methods
Problem Questions and Summary – Item Writing Guide, Part 5
Summer webinars — including tips on better test planning and delivery
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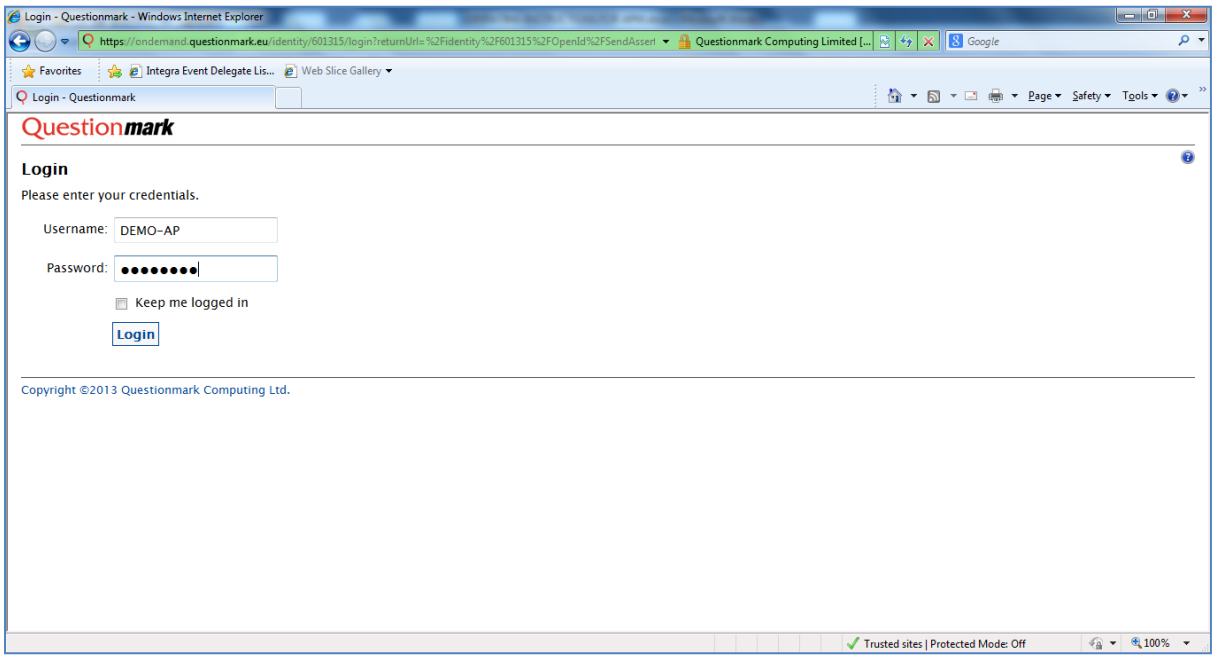
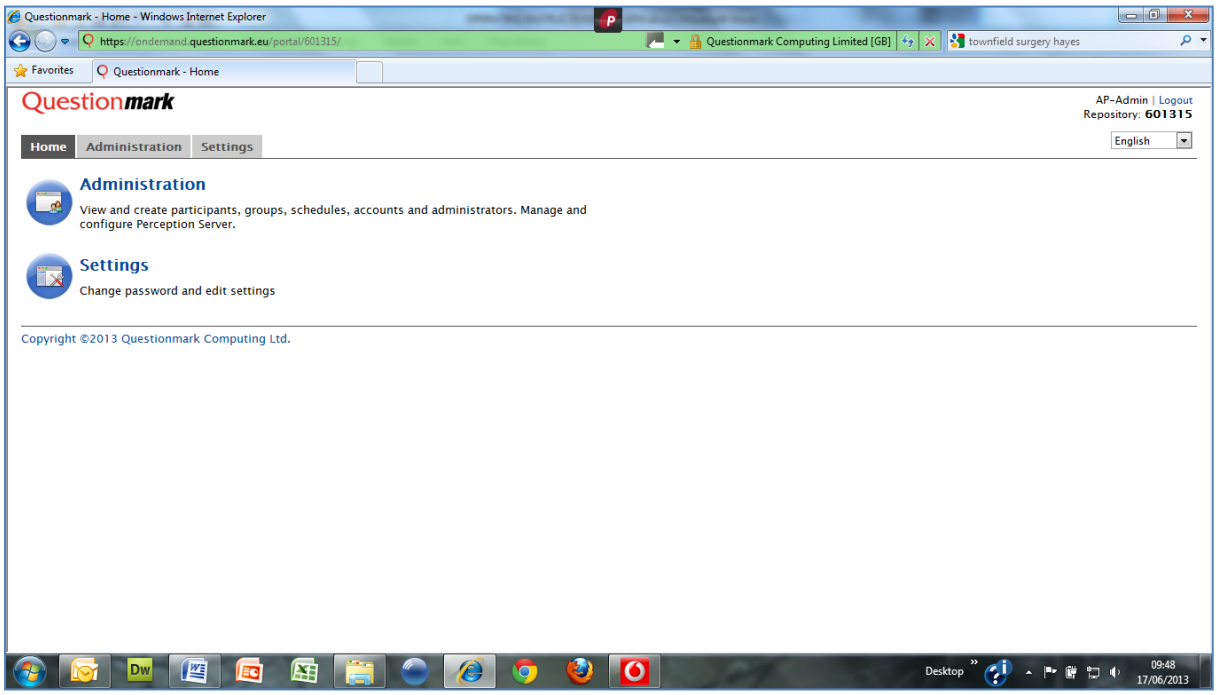
Use the login name and password you have received to log in for the first time



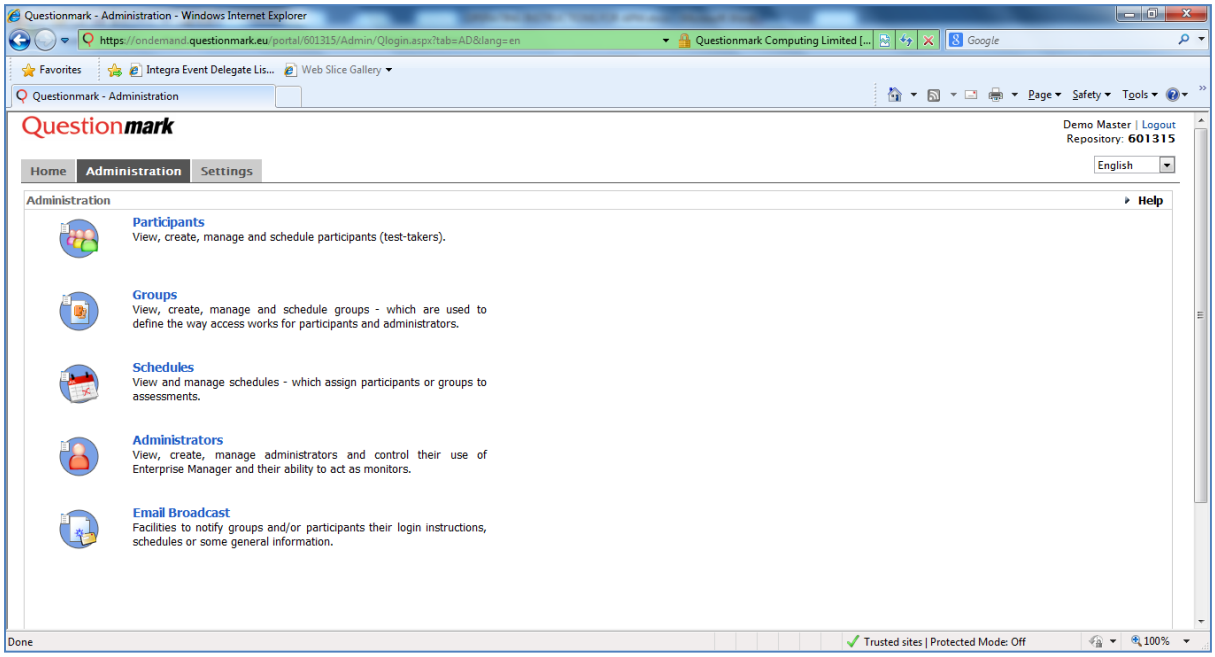
The next screen you see will be the home screen offering two menu options.



Choose Settings and then User Settings to change your password and then return to the Administration screen.

This is the screen you will see when you choose Administration in the start menu. Each option provides specific ways to manage your candidates.

It is helpful to remember that the word 'Group' within Questionmark means 'accredited provider'and the Group allocated to you within the system is therefore your company's name.


Questionmark - Administration - Windows Internet Explorer
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Participants
View, create, manage and schedule participants (test-takers).
Groups
View, create, manage and schedule groups - which are used to define the way access works for participants and administrators.
Schedules
View and manage schedules - which assign participants or groups to assessments.
Administrators
View, create, manage administrators and control their use of Enterprise Manager and their ability to act as monitors.
Email Broadcast
Facilities to notify groups and/or participants their login instructions, schedules or some general information.
Done
Trusted sites | Protected Mode: Off
100%

The terms below are used within Questionmark to describe the menu areas:

Participants = This option allows you to create, manage and schedule (make exam available) to candidates.

Groups = This option allows you to make sub-groups within your own group area which you can use to manage exam events, groups or cohorts of candidates in the way you choose.

Schedules = This option allows you to make an exam available to either individual participants or groups of participants.

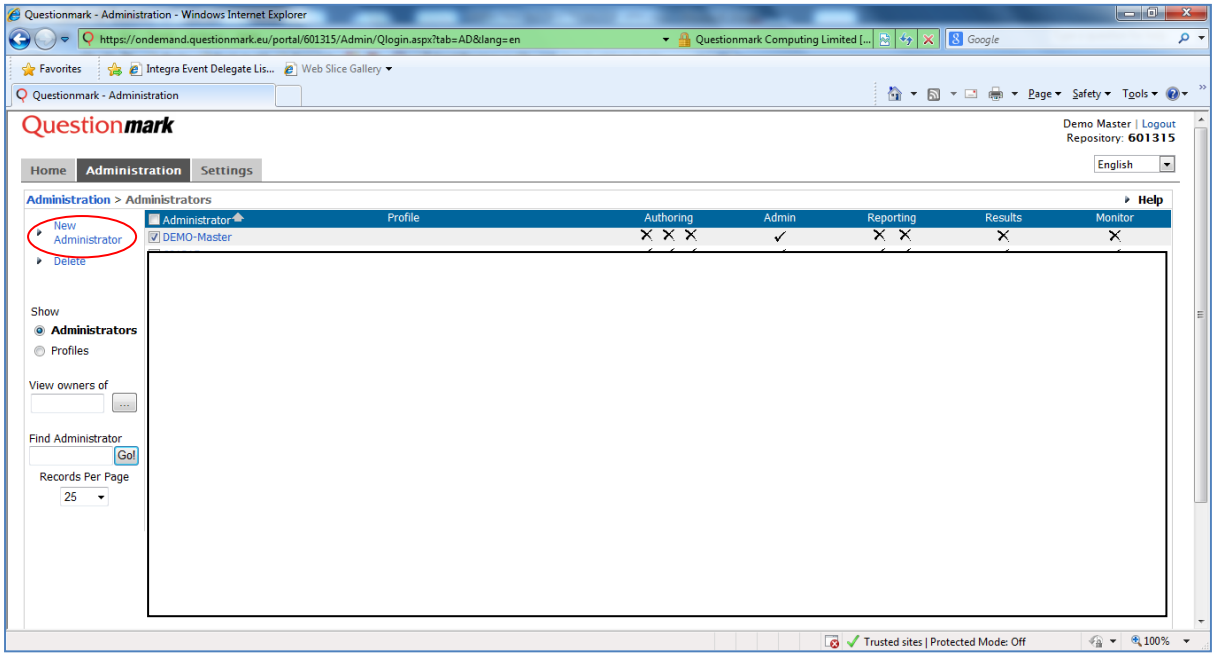
Administrators = This option allows you to manage your administrators and to give them access rights according to their own requirements. Each administrator within your group can have full or specific access rights to manage your area.

Email Broadcast = There is a facility within Questionmark to 'broadcast' an email to individual or all participants with your group or sub-group.

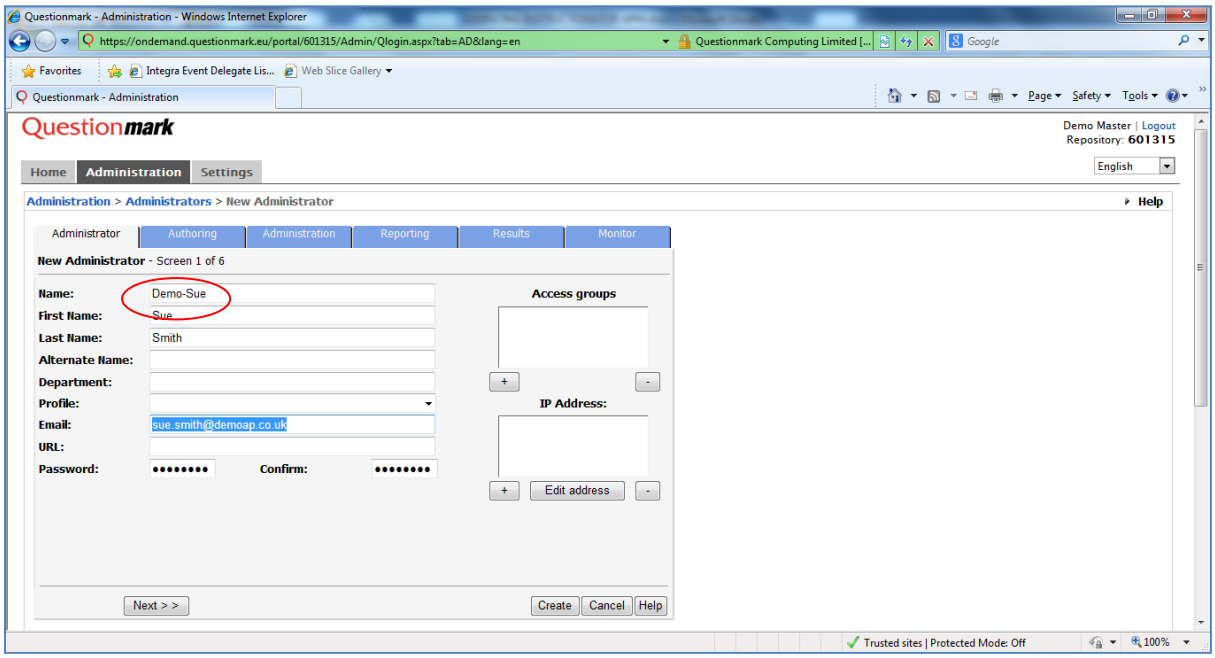
Managing your area of the system (Group)

The following pages specify the way in which you can manage your own area of the system.

Add and change administrators via the Administrator/New Administrator tabs

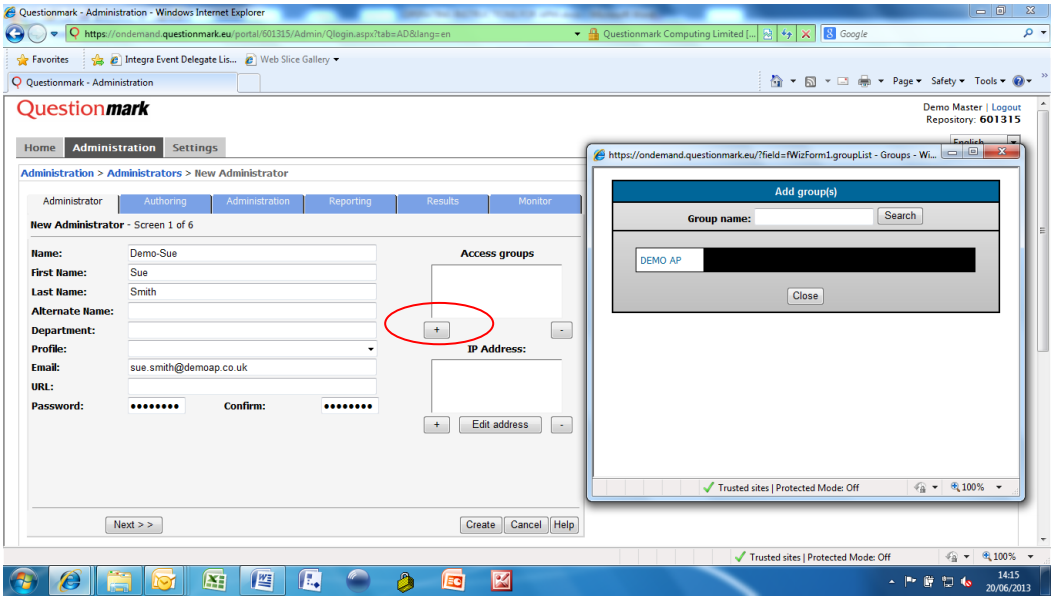


Select your master administrator by ticking the box and click New Administrator

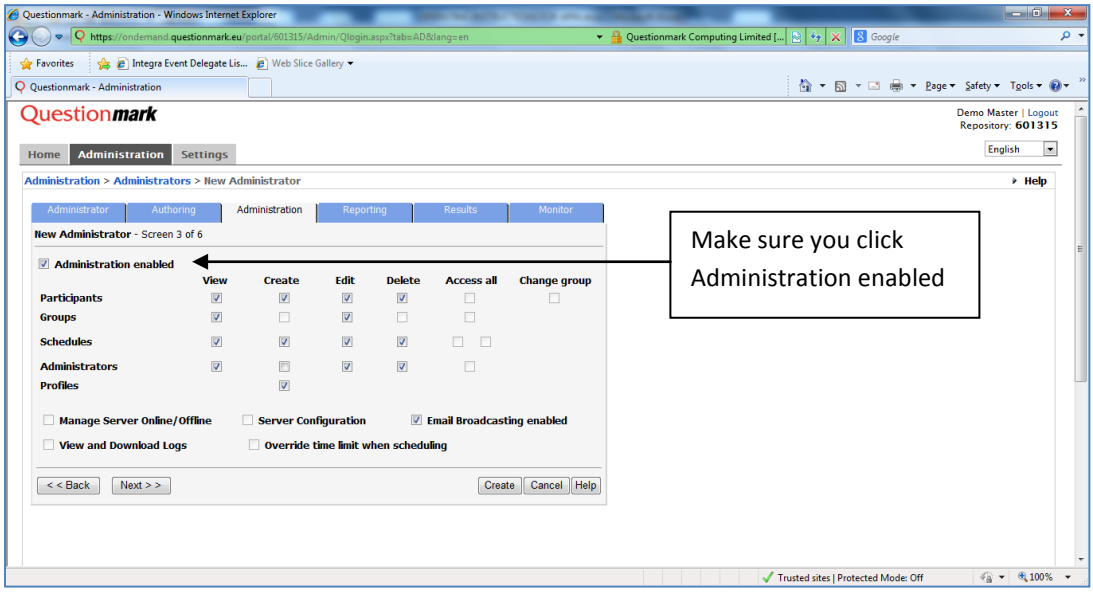


Add your new administrator using the naming convention Group name+ their name.
Complete as shown above and make the password 'password'.

You also need to give them access to your group. Click + button, select your main group and click Close

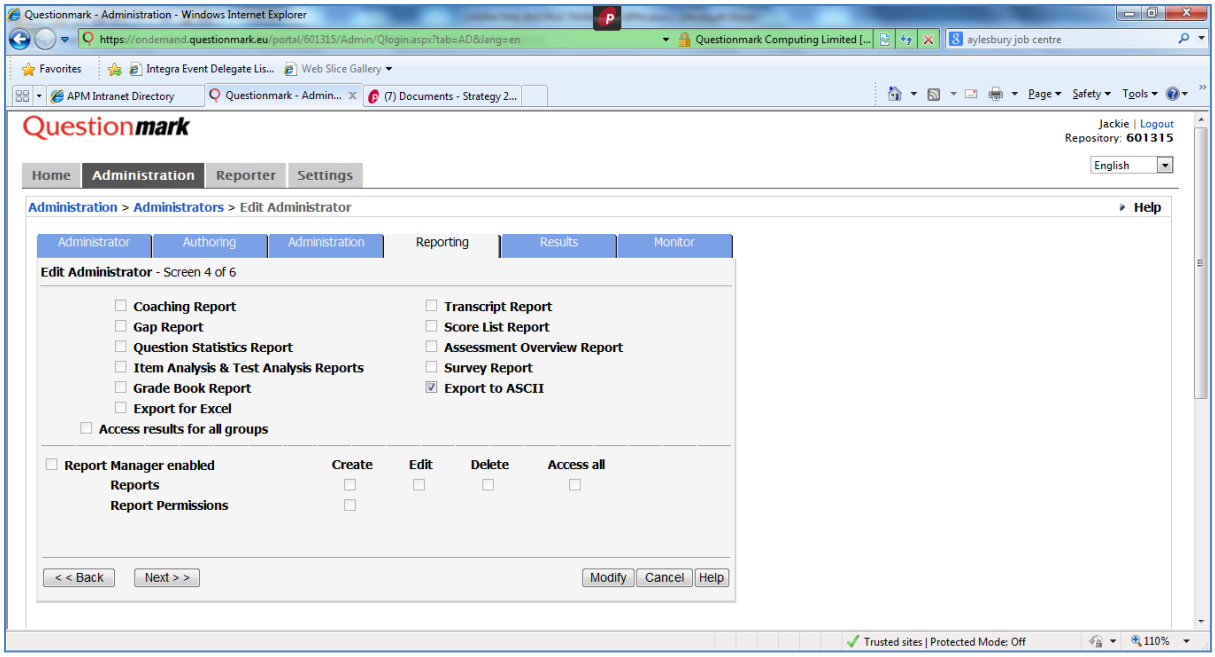


The next step is to give the administrator their own access rights to the system. These cannot be more than the access allowed to the master administrator and are for administration only. (The authoring, reporting, results or monitoring functions are not available to administrators).
To do this you should click on the Administration tab.

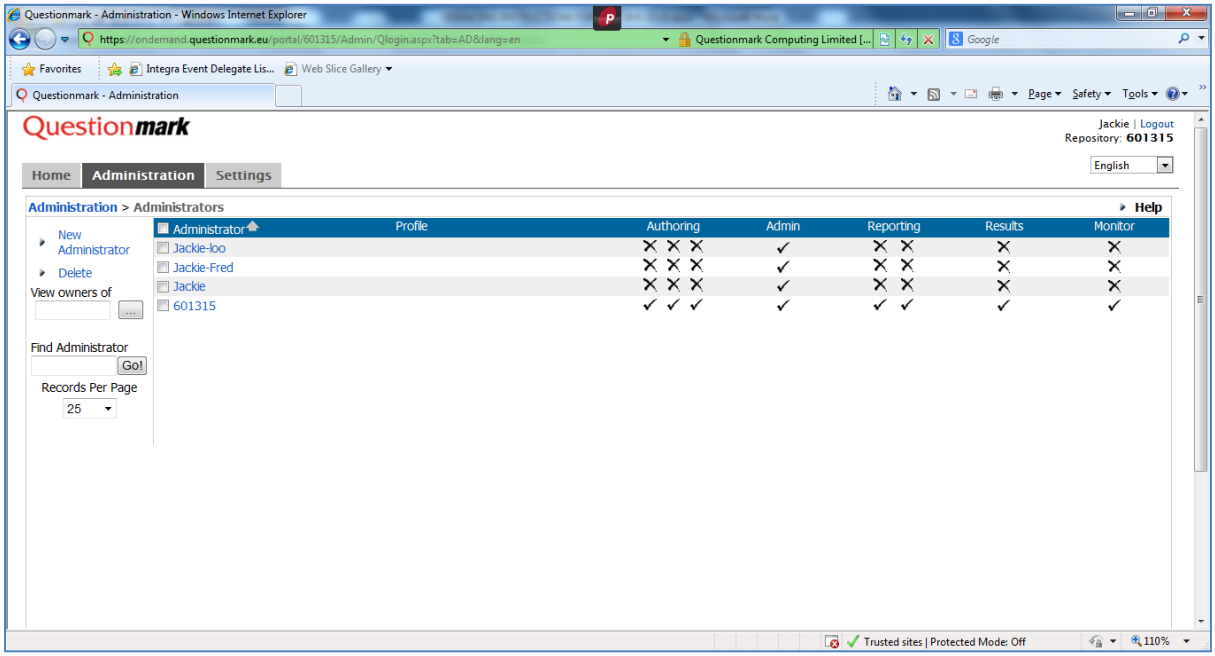


This screen shows the maximum administration permissions available. APM envisages that you will set up your administrators to allow them to manage all functions, or just specific tasks such as Scheduling. When you have ticked the appropriate boxes click Create to save and let the new administrator know that when they first login (using their login name and password) they should change their password to something memorable to them in the Settings menu. Click Create to save.

In the reporting tab you should click Export to ASCII



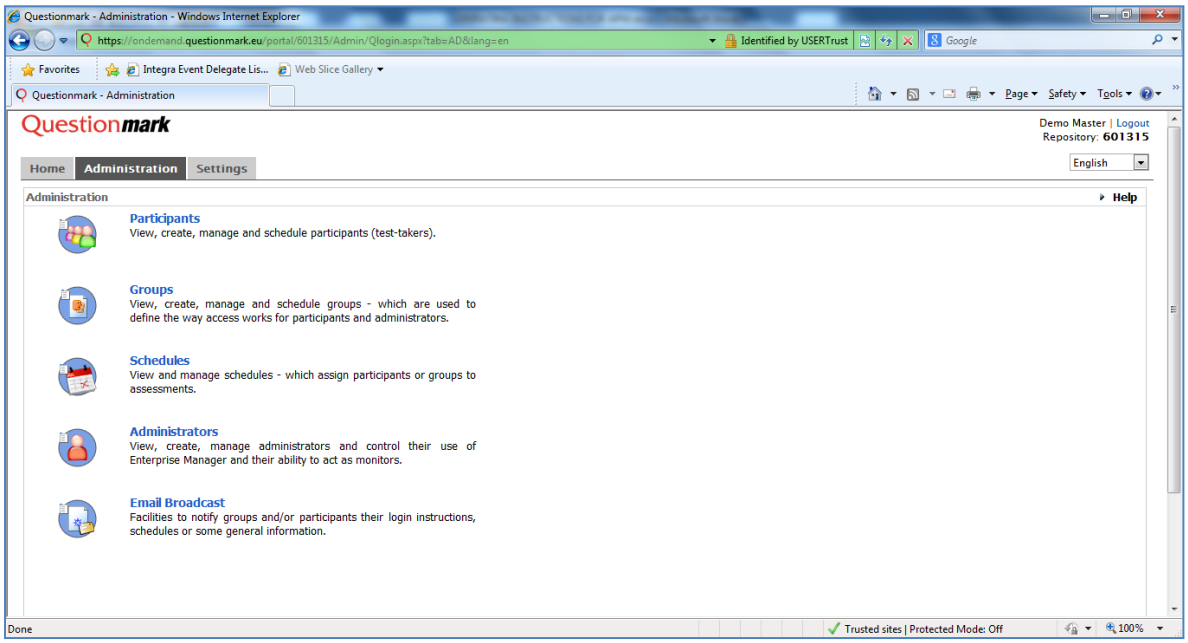
Your new administrator will now be shown in your group's list of administrators within the Administrators tab under Administrators.



Profiles are not used within APM's Questionmark system they refer to 'standard' administrator roles.

Creating sub-groups

Creating sub-groups is important because it simplifies the organisation of and searching for specific candidate records and allows you to list specific examination events, or corporate clients for example.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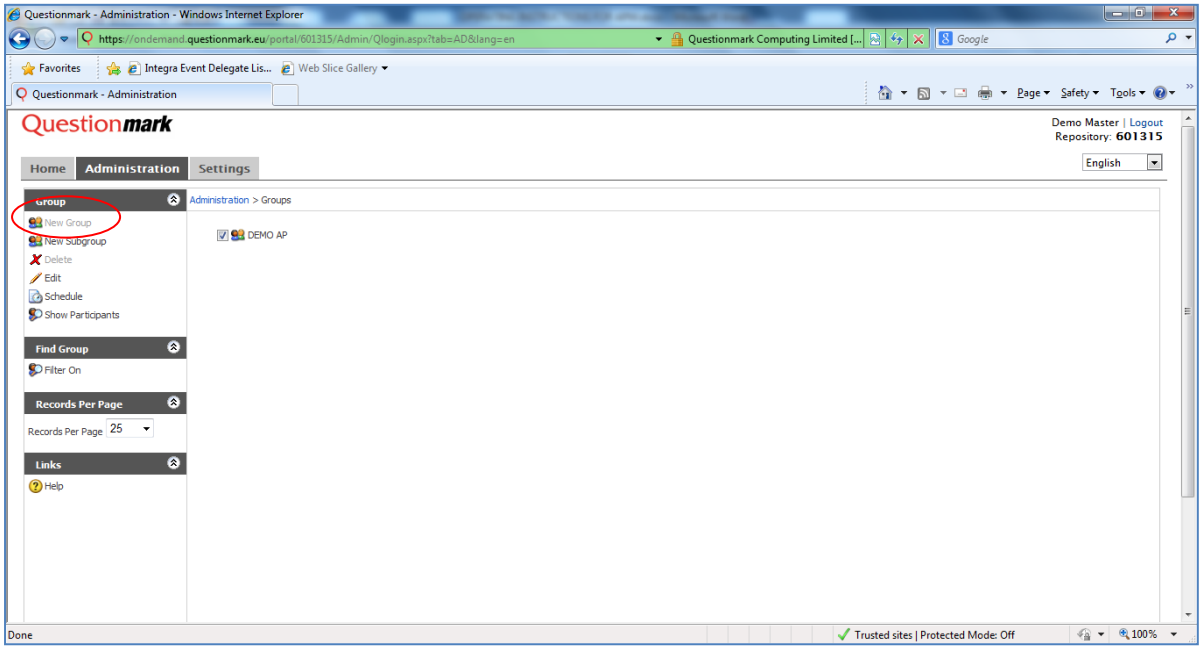
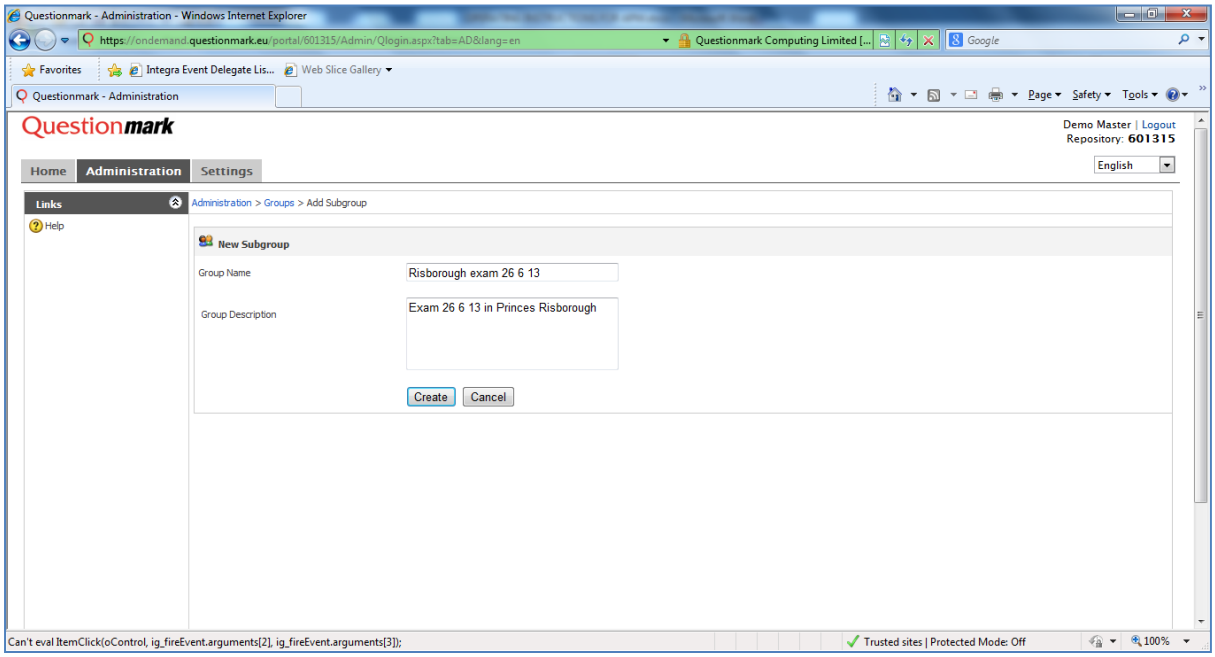
Email Broadcast
Facilities to notify groups and/or participants their login instructions, schedules or some general information.
Done
Trusted sites | Protected Mode: Off
100%

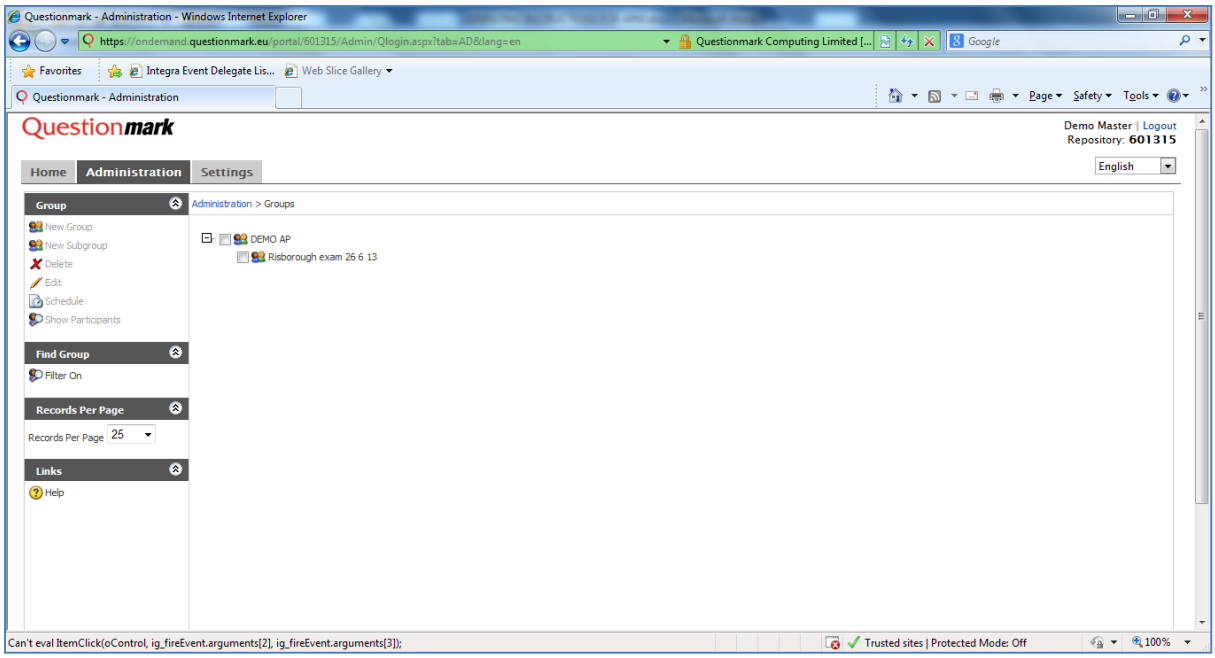
Choose Groups from the administration menu



Tick the main Group and select New Subgroup from the left hand side menu

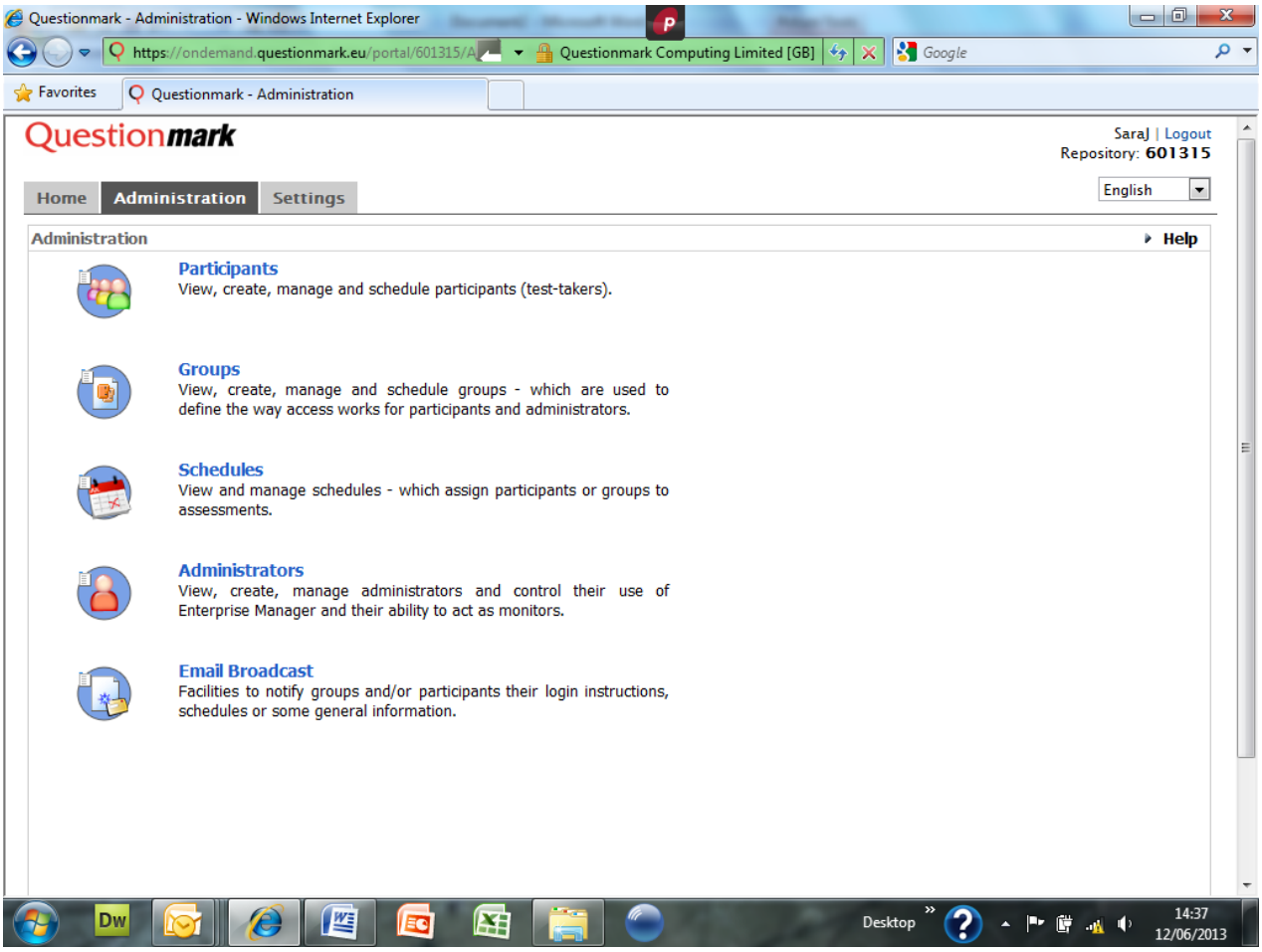


Give the sub-group a name and a description of the sub-group's purpose can be added which will be visible to other administrators if they want to check or change something. Click create and then you will see the sub-group in the Groups list.



There is no limit to the number of sub-groups you can create under your own group. The choice is yours and is whatever you find most convenient. You must not delete groups since if you do you will lose the participant data. You can move participants between groups.

Adding participants


Questionmark - Administration - Windows Internet Explorer
Questionmark Computing Limited [GB]
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Questionmark - Administration
Questionmark
SaraJ | Logout
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Home
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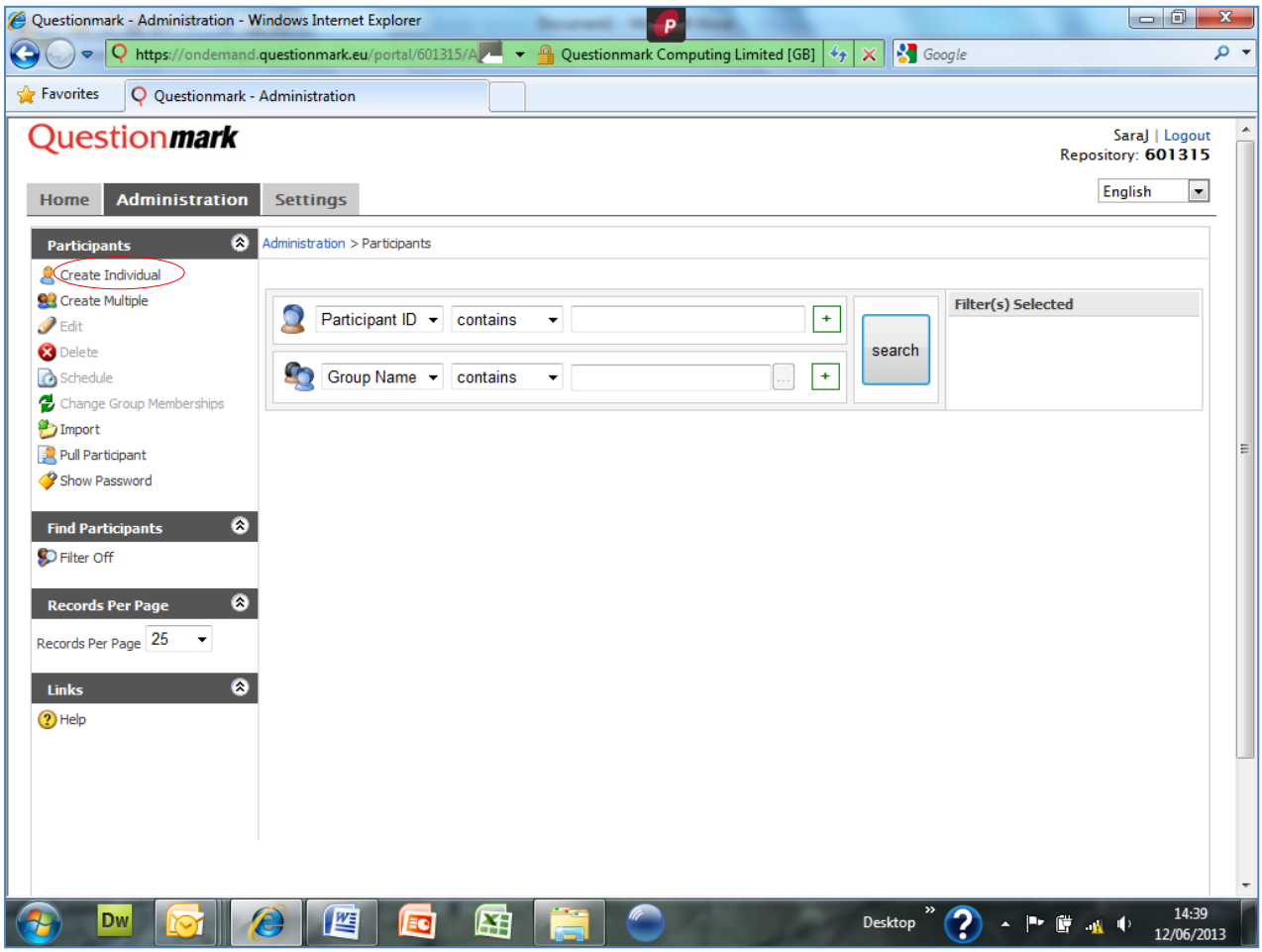
View, create, manage administrators and control their use of Enterprise Manager and their ability to act as monitors.
Email Broadcast
Facilities to notify groups and/or participants their login instructions, schedules or some general information.
Desktop
14:37
12/06/2013

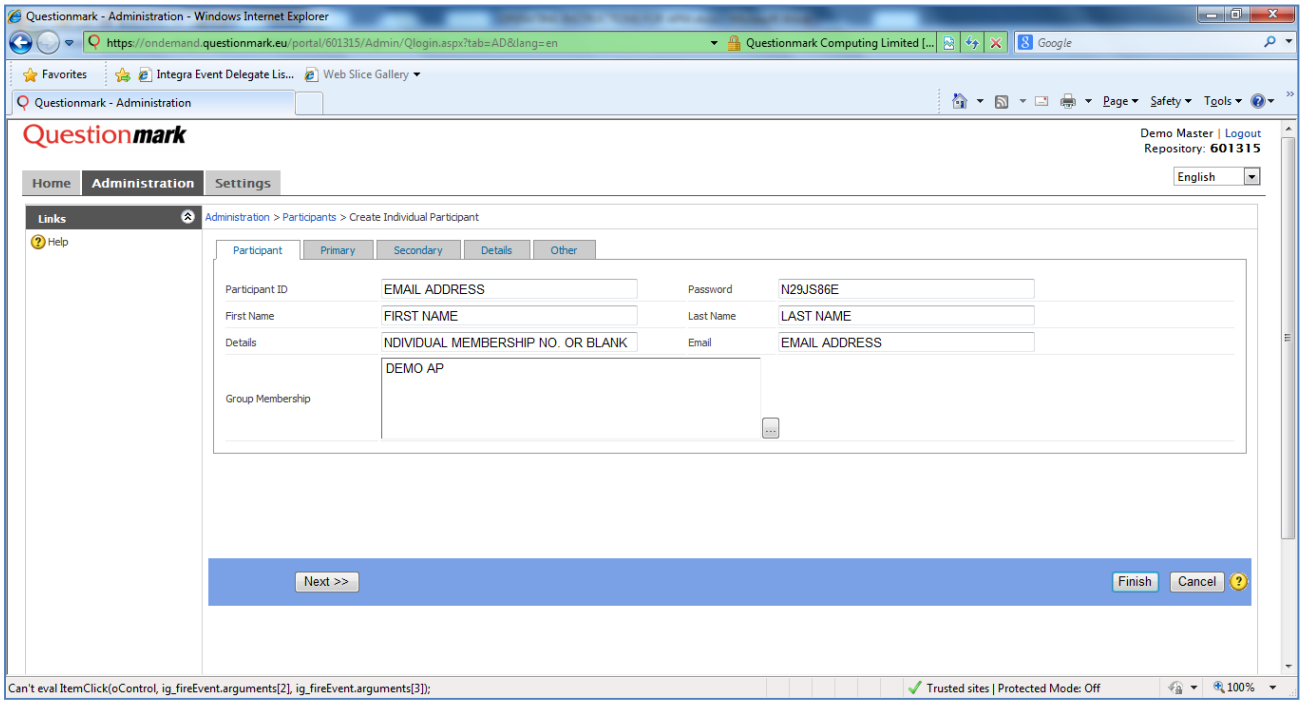
Select 'Participants'

- Participants can be added in various ways
  - individually
  - as multiple lists
  - imported as a 'bulk' upload of candidates from a csv file

Creating an individual participant

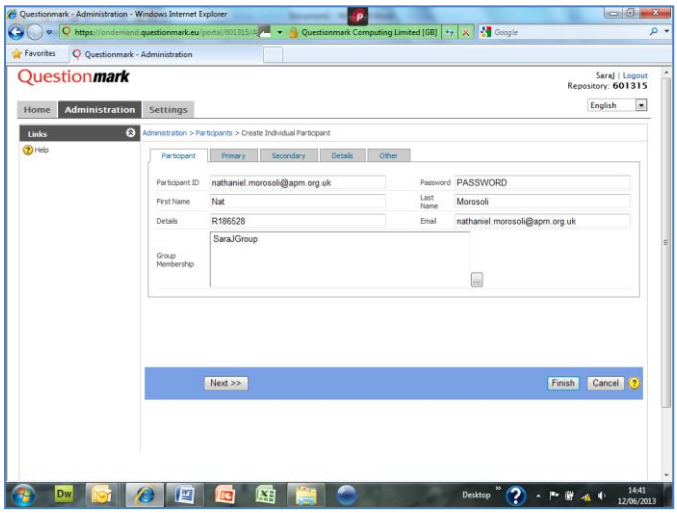
To create an individual click 'Create Individual' tab on left hand toolbar in the Administration/Participants menu





An application form is not required for IC online. The only information REQUIRED by APM is shown above:

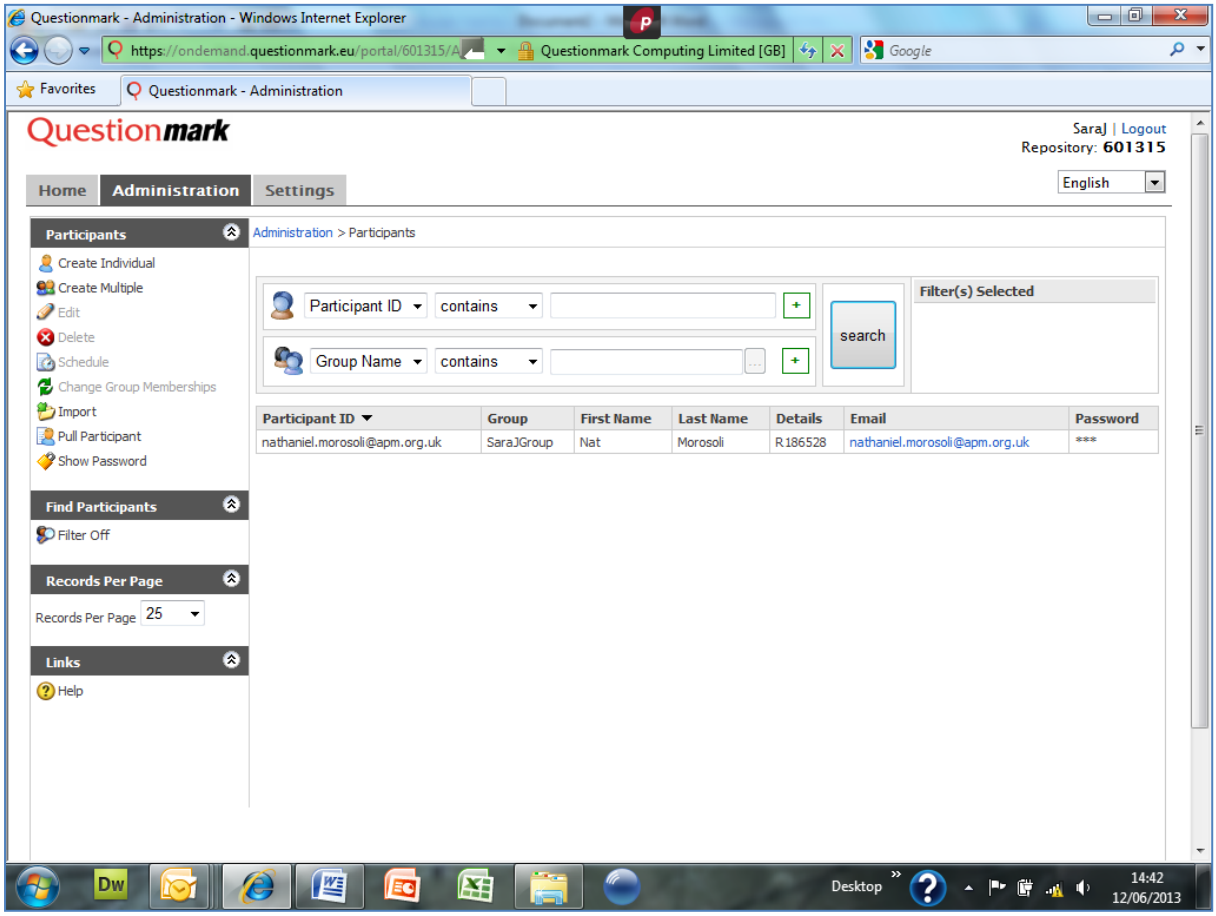
- Participant ID = email address (ensure email will be accessible via internet)
- Password = auto generated by QM. Change to surname in caps (recommended)
- First name = first name
- Last name = last name
- Details: Input APM individual membership number (if applicable) if none leave blank
- Email = same as Participant ID
- Group Membership = clic ... and select the participant's Group or sub-group



Administrators can use the remainder of tabs to record any additional information required.

This information will not be used by APM.

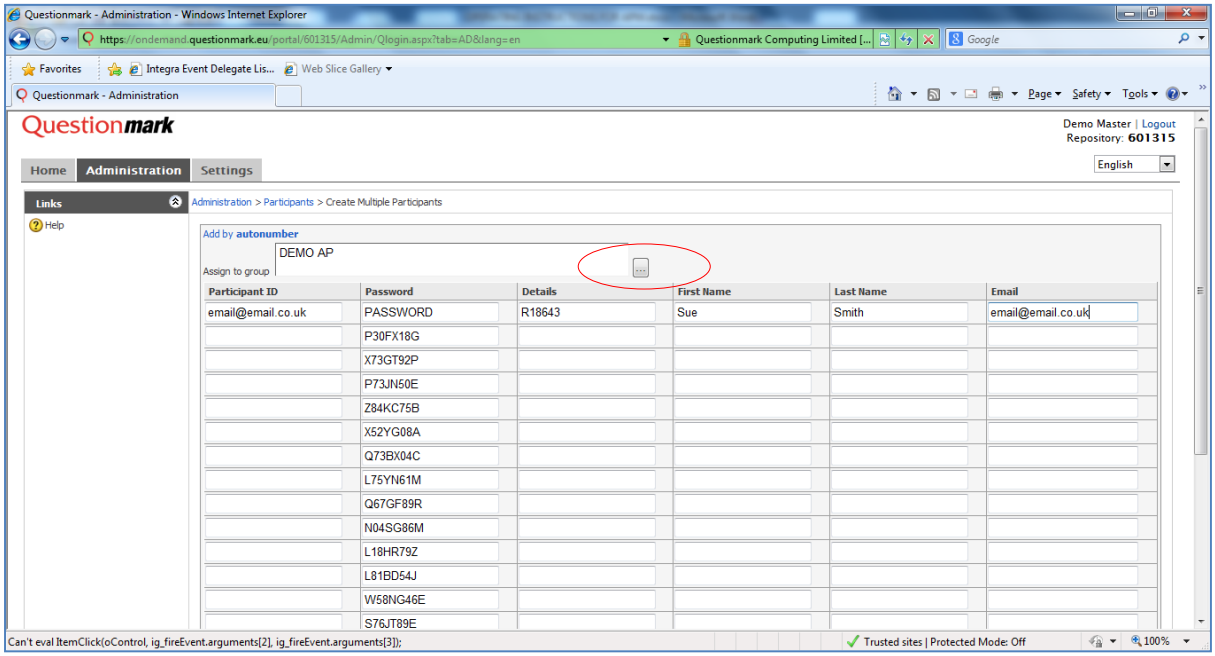
Click on Participants in menu to see a list of Participants in your Group



Creating multiple participants

You can manually add a batch of participants by clicking Create Multiple Participants on the Participants menu and completing the information on the screen above.

To start make sure you add the Group.



Complete the fields as follows:

Participant ID = email address

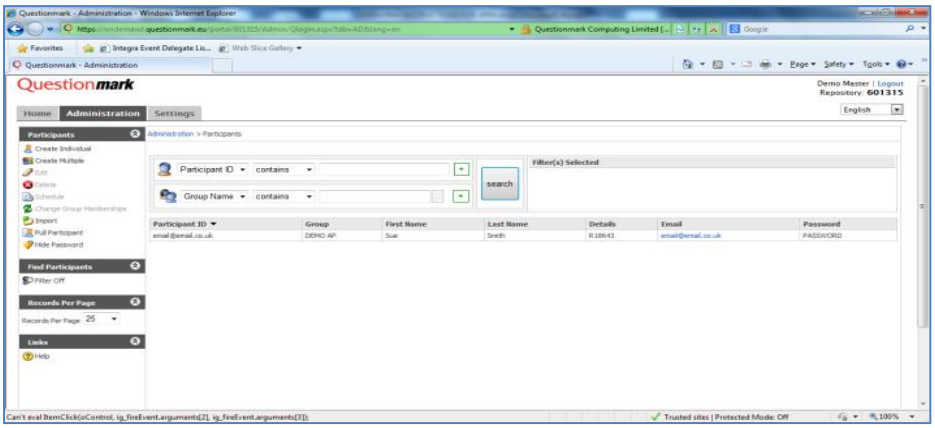
Password = is auto-generated but you can change to last name in capitals to make it easier for candidates to remember their password.

First name

Last name

Email = Same as Participant ID

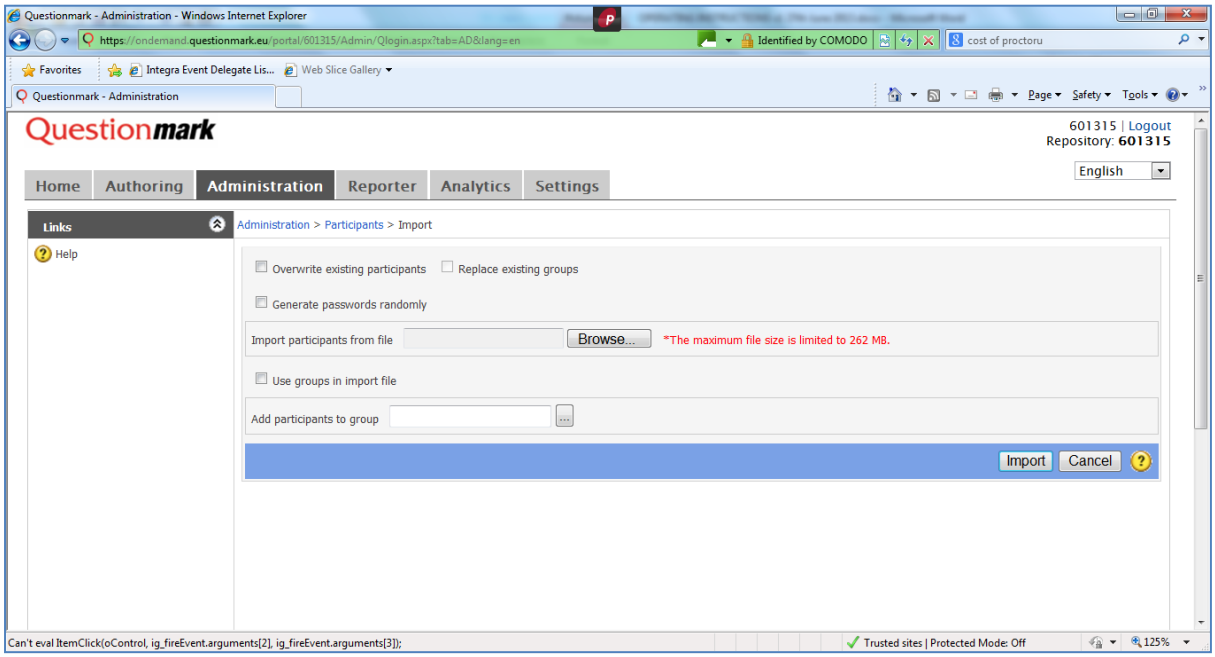
Continue to enter names/details as required and click Save & Next or Finish to save the information.



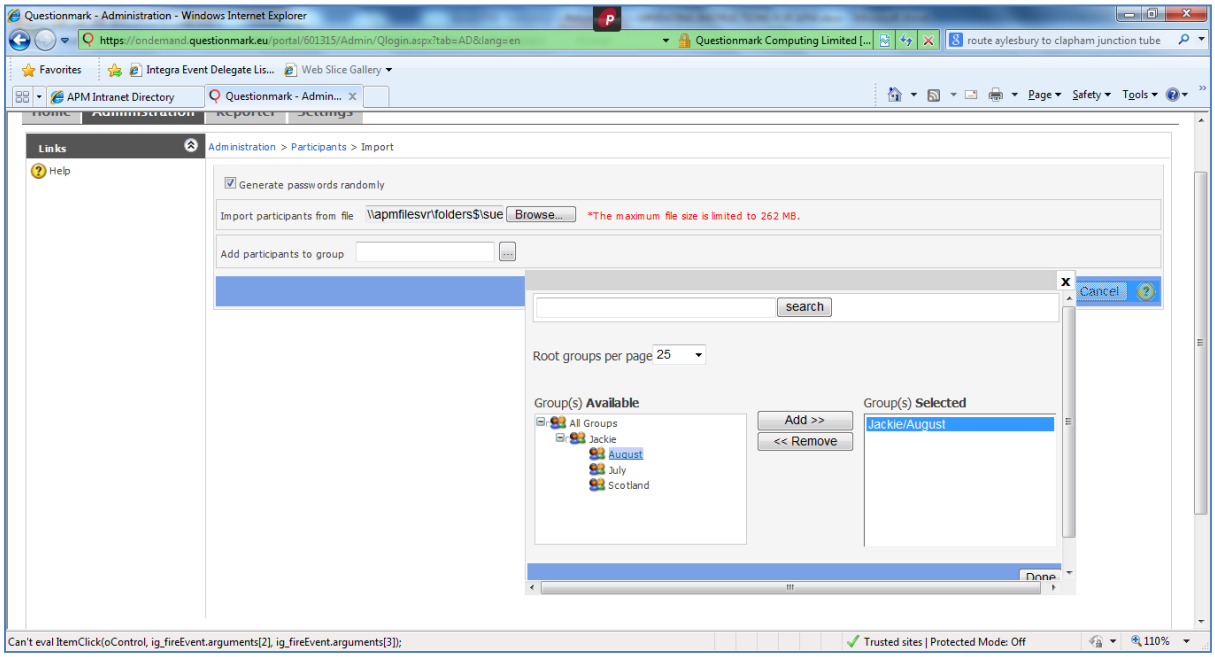
The participants will be shown in your Group.

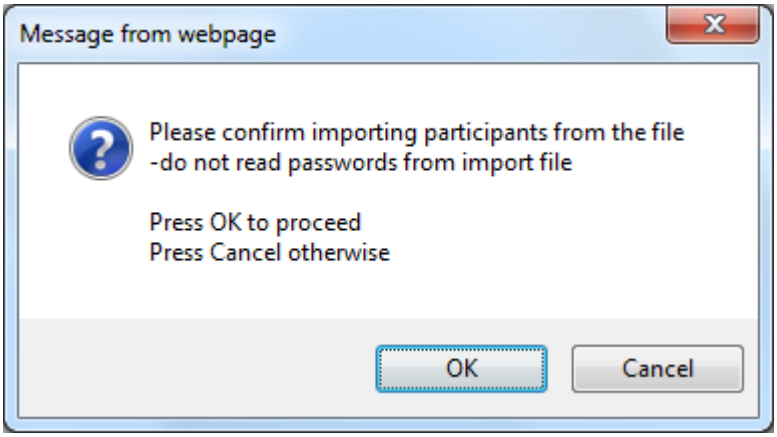
Uploading an import of candidate details from a csv file

Select Import from the Participant menu.

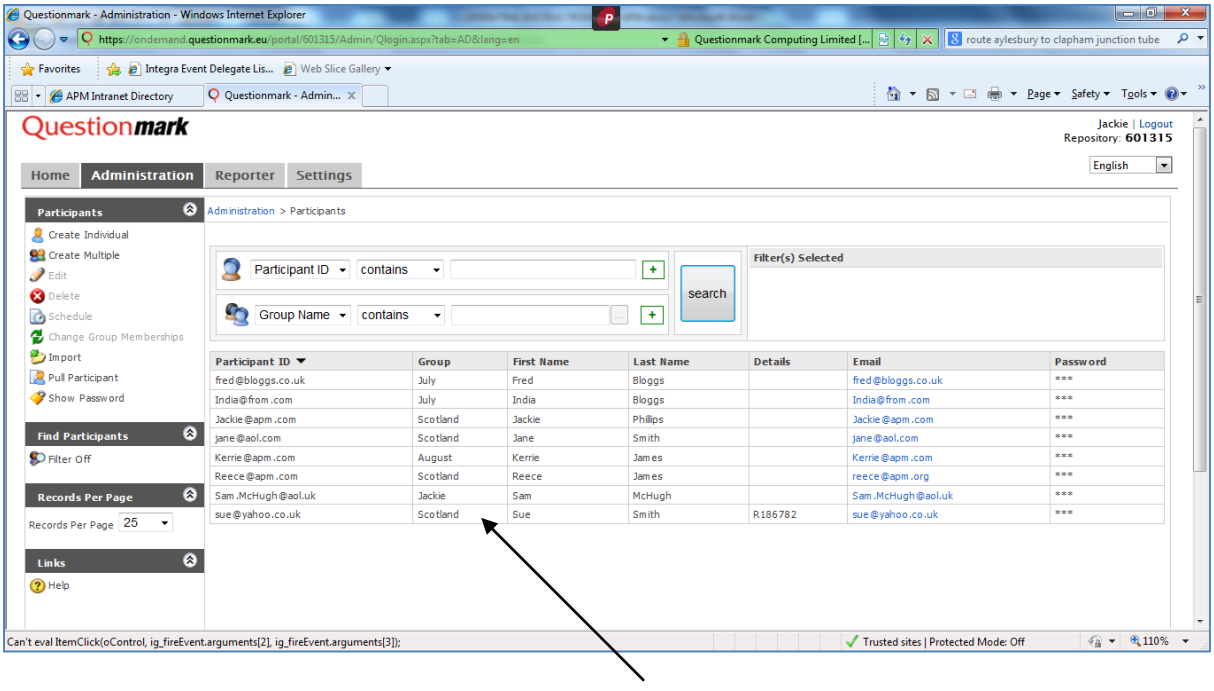


From the import screen do not tick 'generate passwords randomly' and then click Browse to find the csv file. Assign the participants to the appropriate group or sub-group and then click Import to see a list of participants.





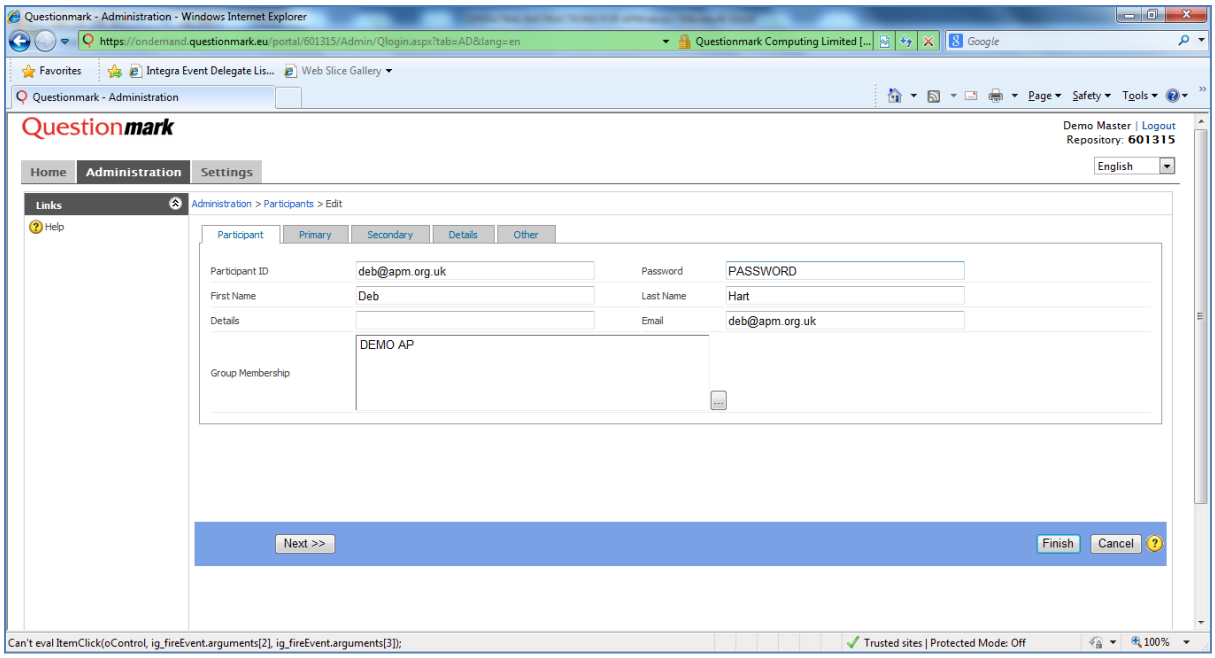
The pop up screen above appears in the window, click OK to continue



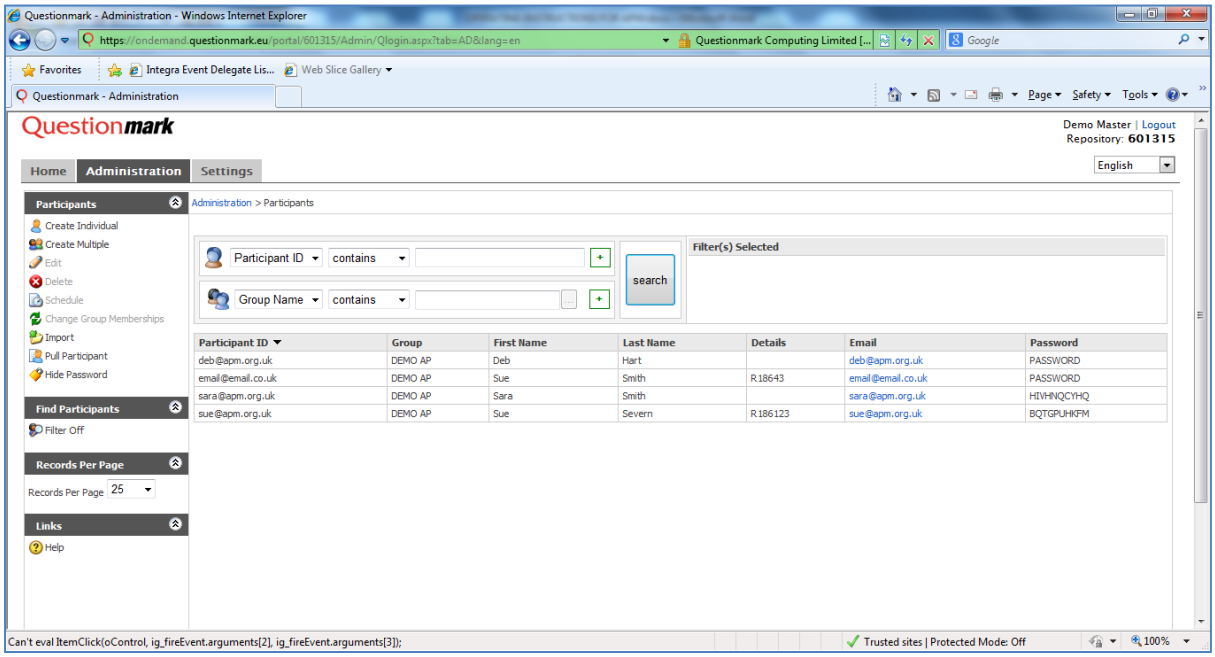
Candidates are now shown in the list with their Sub-Group name.

To change any of the details or password open a candidate's record, highlight their name and double click.

In the example below the password has been changed - just make the alterations required and click Finish to amend the record.



The participant list now shows the new passwords assigned



The csv file

The csv file used to import a group of participants must be in the following format for it to work:

pam@apm.org.uk		HUGHES	Pam	Hughes	pam@apm.org.uk	
Sam.mchugh@apm.org.uk		MCHUGH	Sam	McHugh	Sam.mchugh@apm.org.uk	

The above example shows the columns to be used in Excel.

Column 1: Participant ID = email address

Column 2: APM membership number *if applicable*, or blank if not a member.

Column 3: Password

Column 4: First name

Column 5: Last name

Column 6: Email address (as column 1)

Column 7: Blank

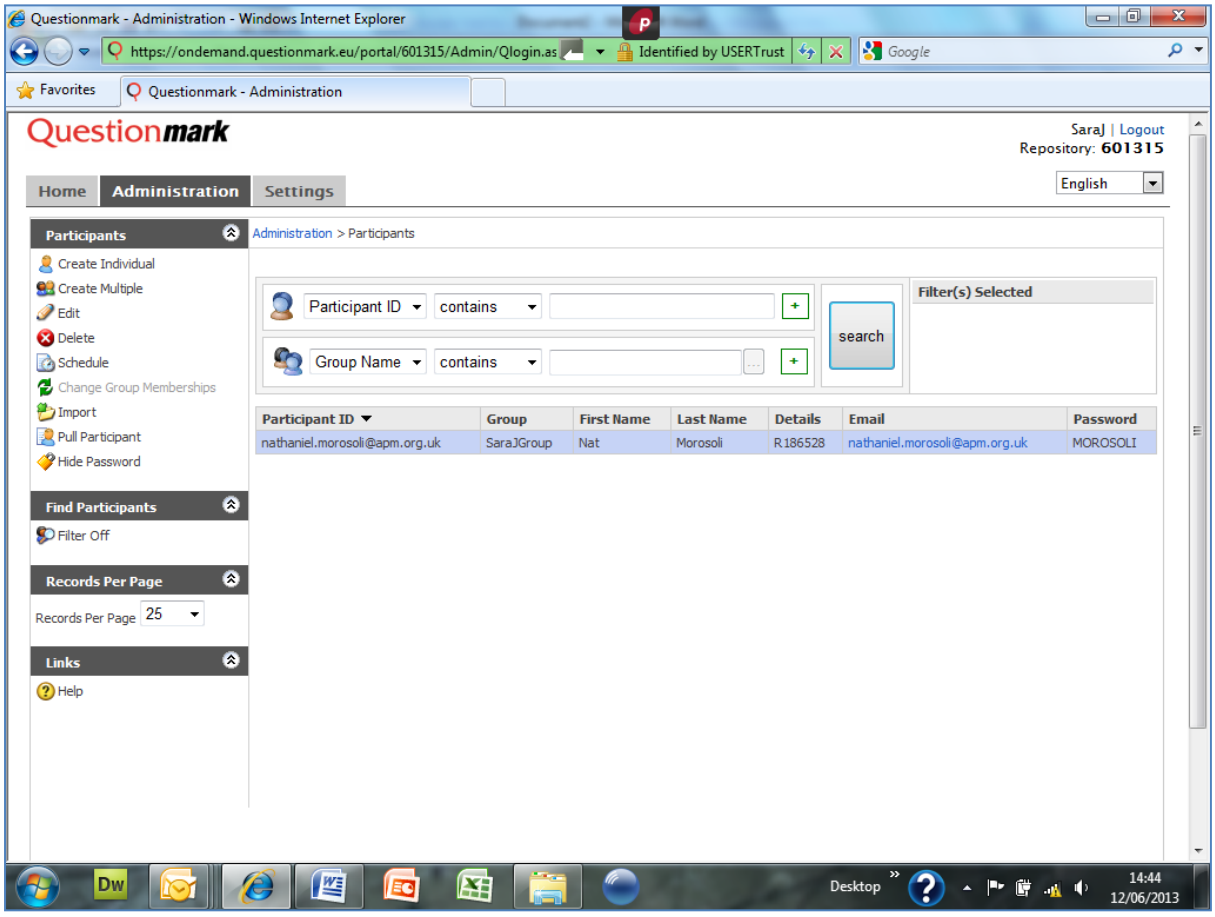
Making exams available to candidates

Please note Groups and Sub-Groups need to have been set up before scheduling groups of candidates in Administration/Groups menu.

In Questionmark the term 'Scheduling' means making the exam available to candidates, and can also mean allocating the time and date of an exam.

You can schedule an exam either for an individual participant or for a sub-group of participants.

To make the exam available to individual participants select the participant and click Schedule in the left hand toolbar from the Participants menu in Administration.

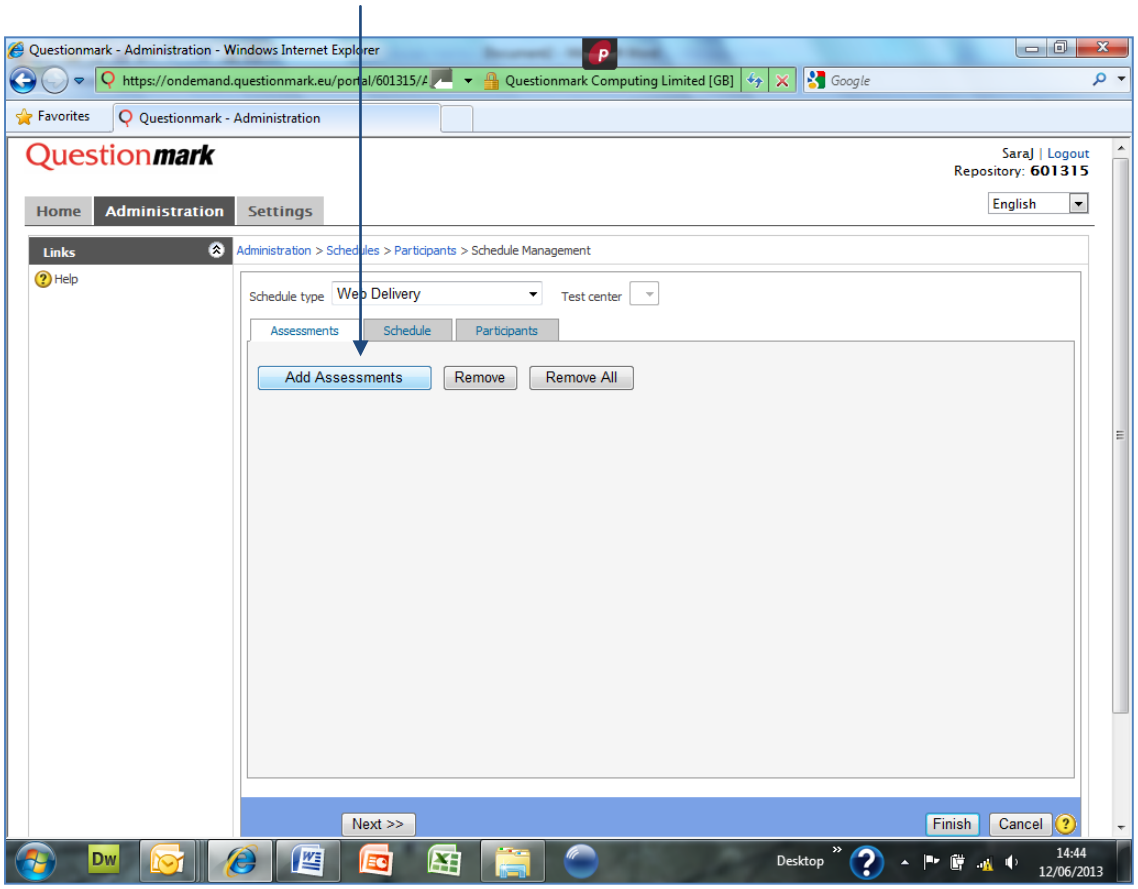


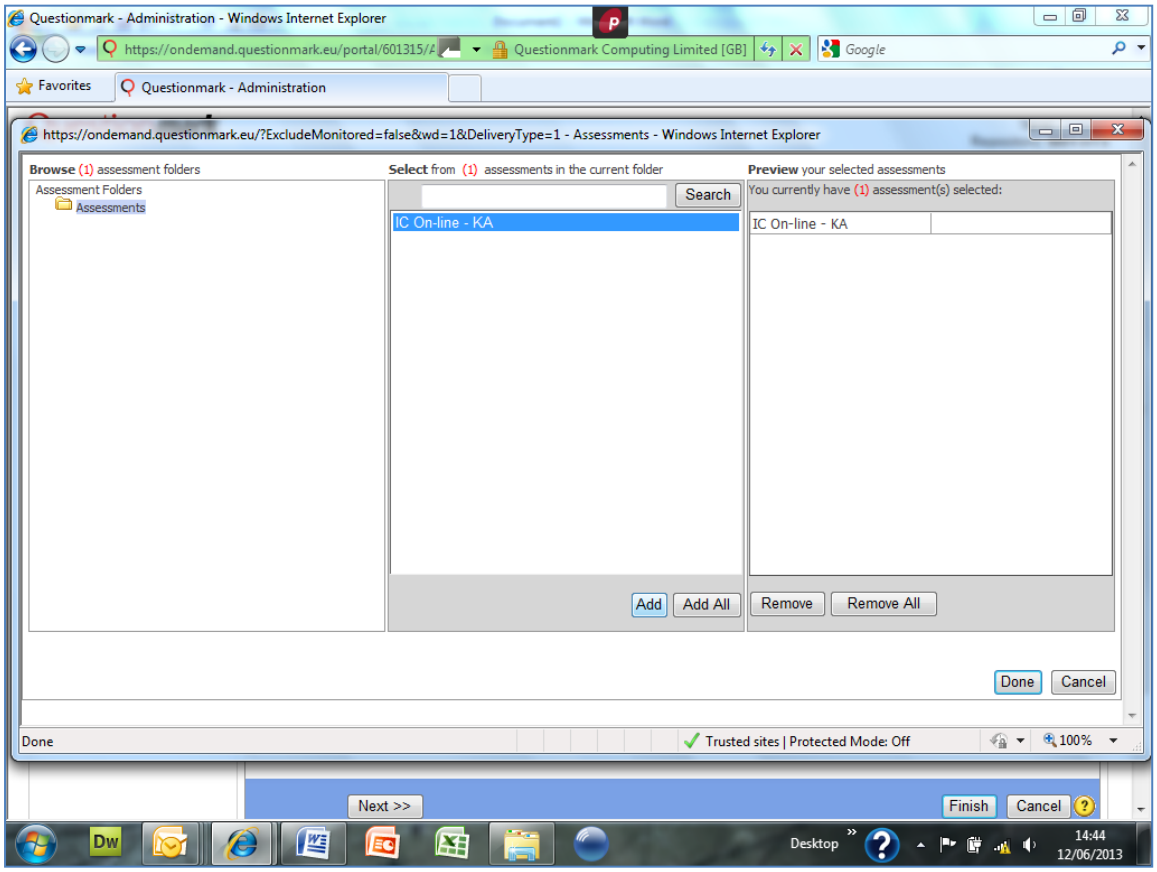
Please note when scheduling an examination

You should schedule the exam at the lowest sub-group level.

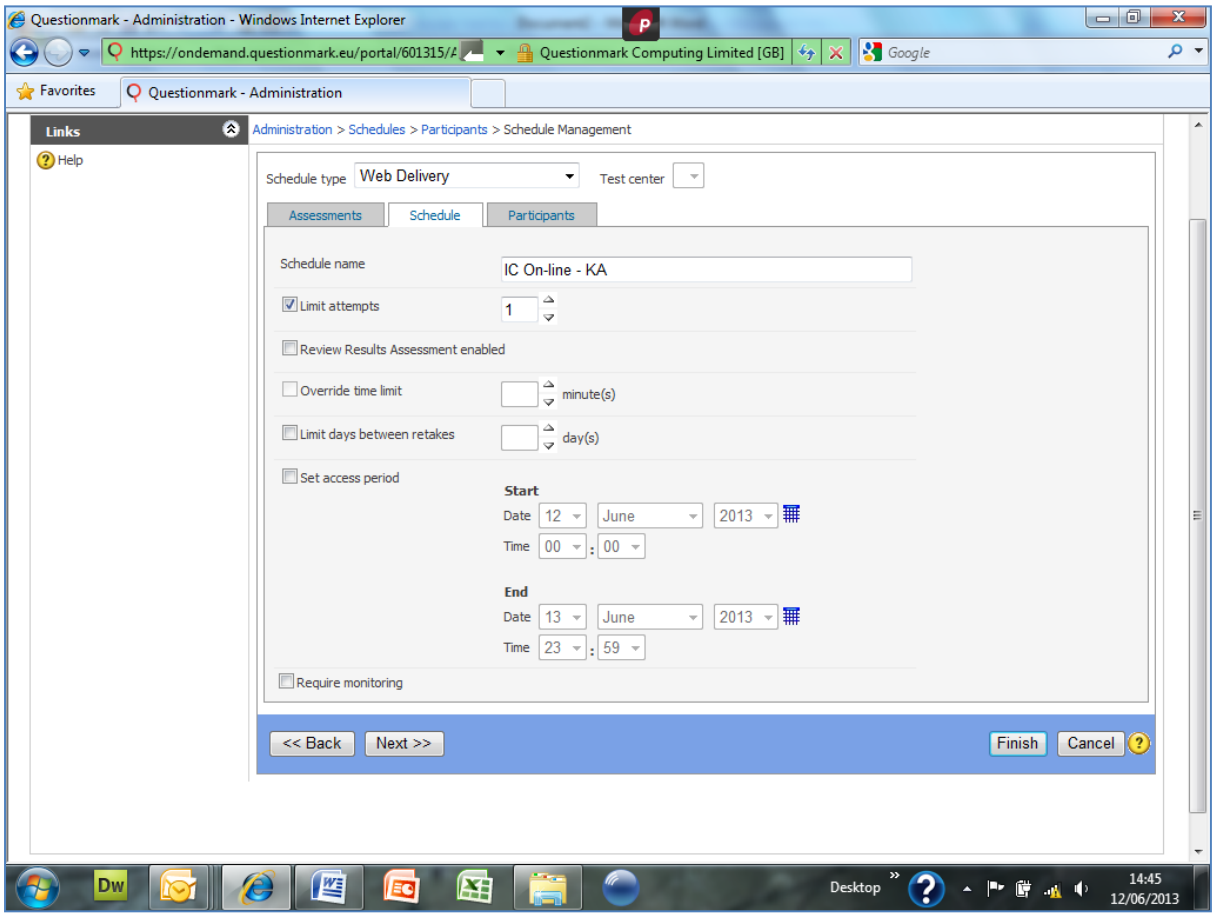
You can also schedule an exam at the Participant level. The Scheduling menu shows only those participants who have already been scheduled.

- Click Assessments tab
- Click tab Add Assessments





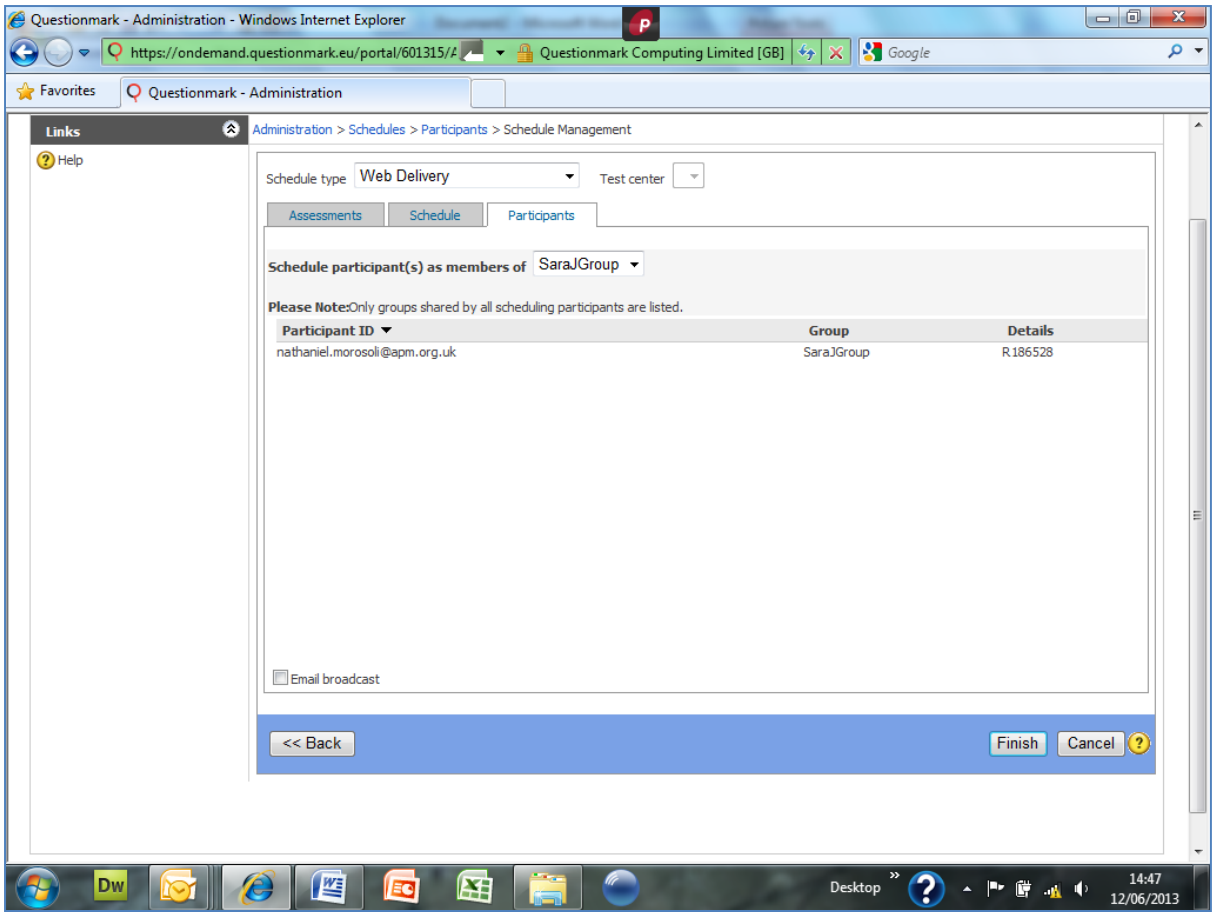
- Highlight and click Assessments in left hand toolbar
- Highlight the assessment (only one will be available)
- Click Add
- Click Done



- On 'Schedule' tab: Set up as shown
  Limit attempts to 1

You can use the Participants tab to see name of the Group allocated to participant and to check that the information is correct.

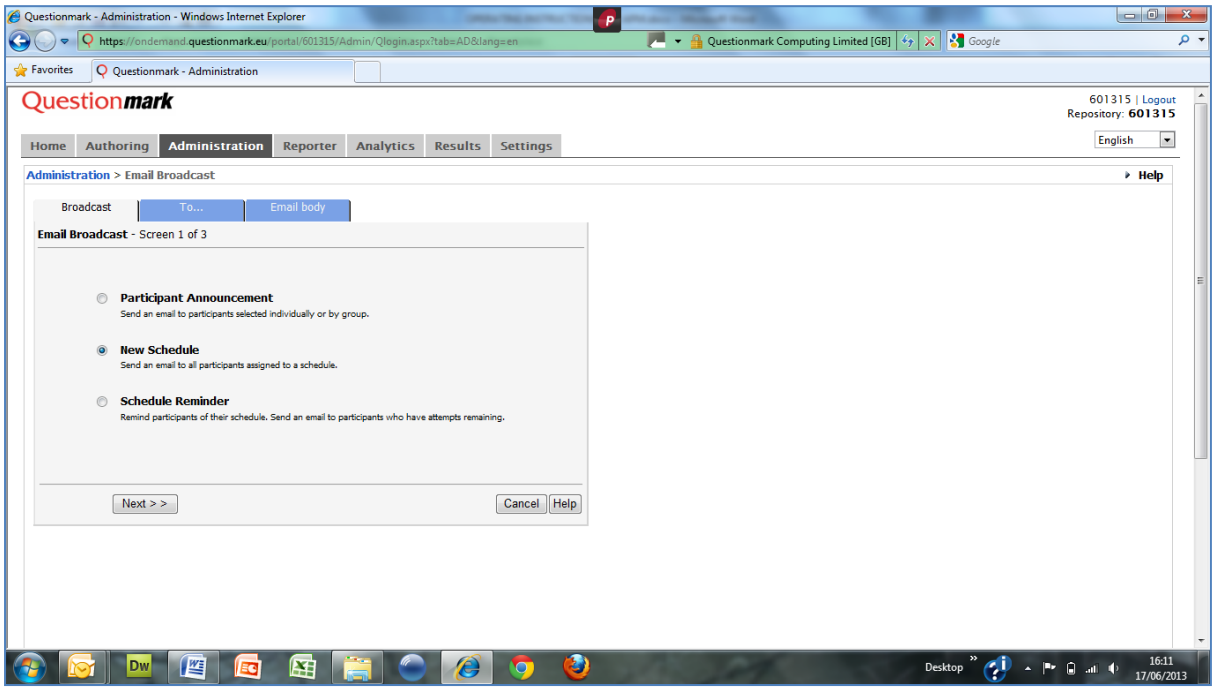
To finish scheduling at this point click Finish.



You now have the option of sending an email to all candidates.

Questionmark offers the facility to send a message to all participants via Email broadcast.

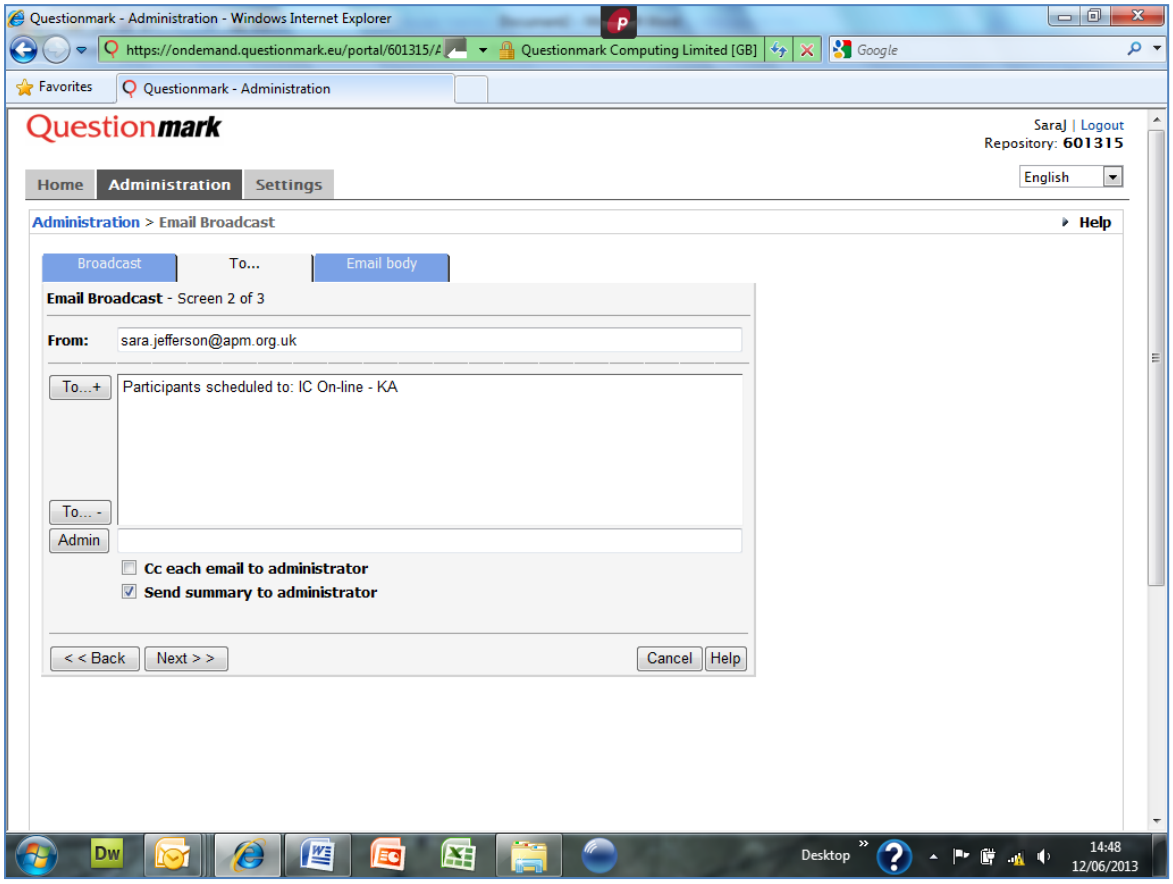
Email broadcast (from option on main menu) allows you to send an email to groups or individual participants.



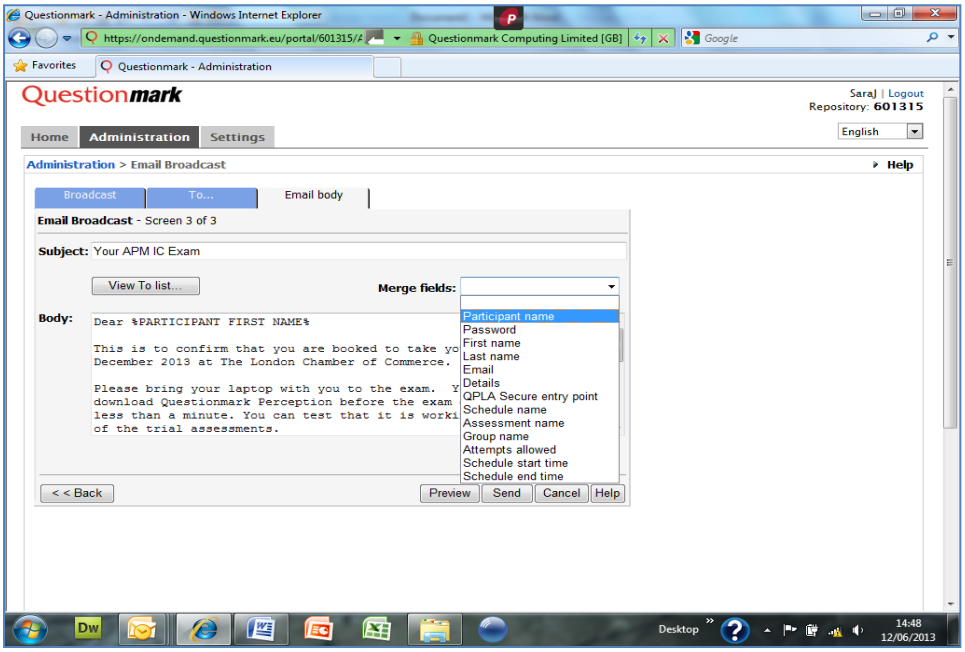
- Add participants by click To+
- From: administrator's email address
- Choose cc requirement
- Choose summary

  Then click Next

Create email to individuals or all members of a participant group



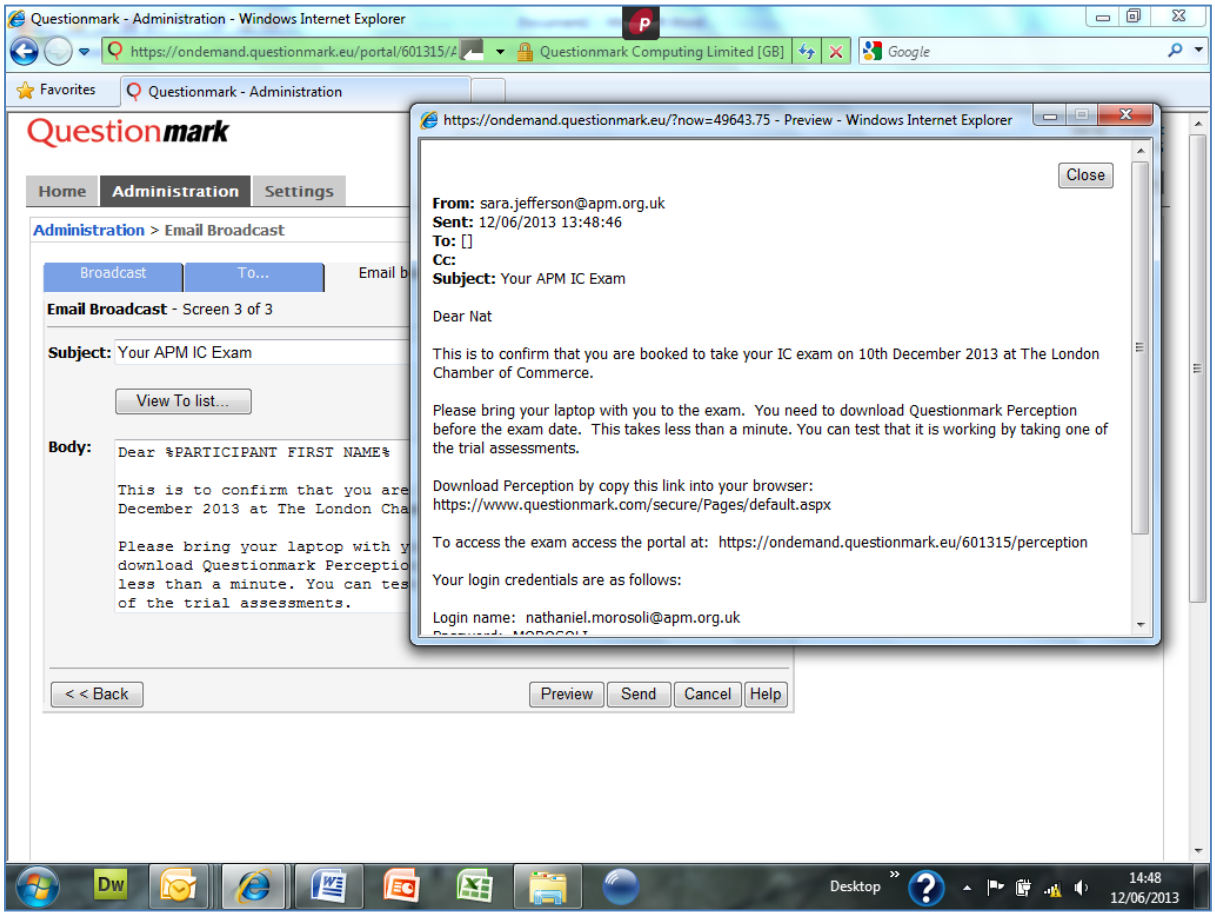
You will have the option to email a standalone broadcast with the URL, login and password details for candidates.



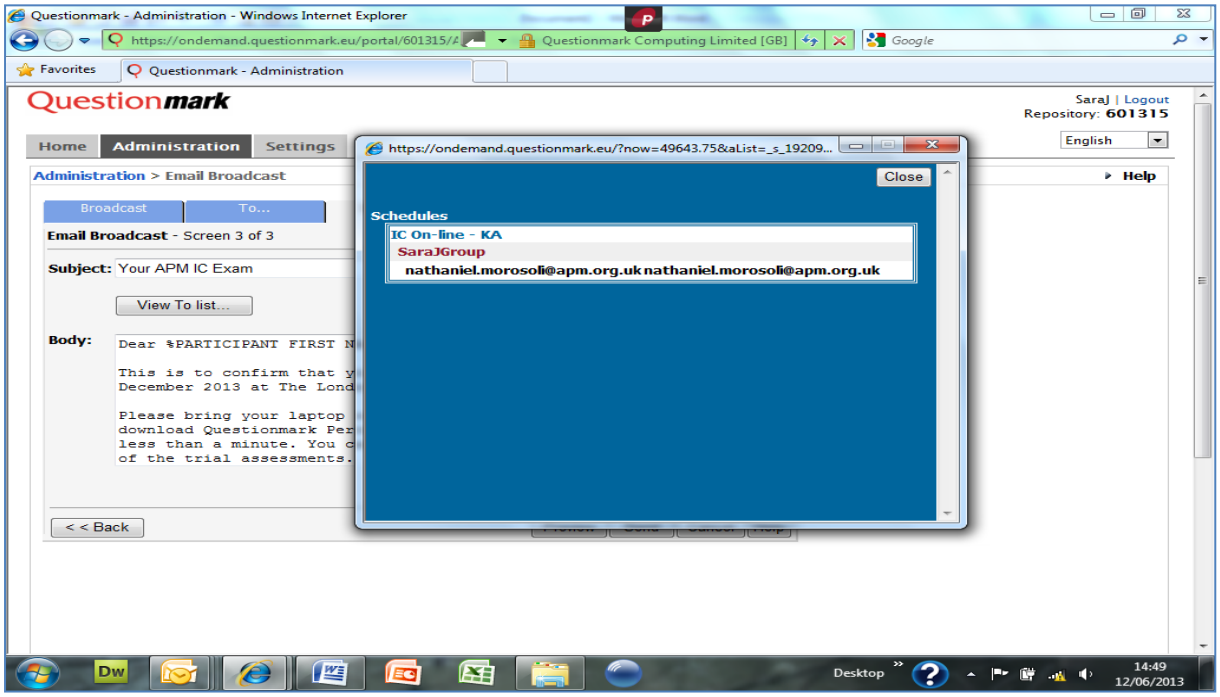
Available fields are:

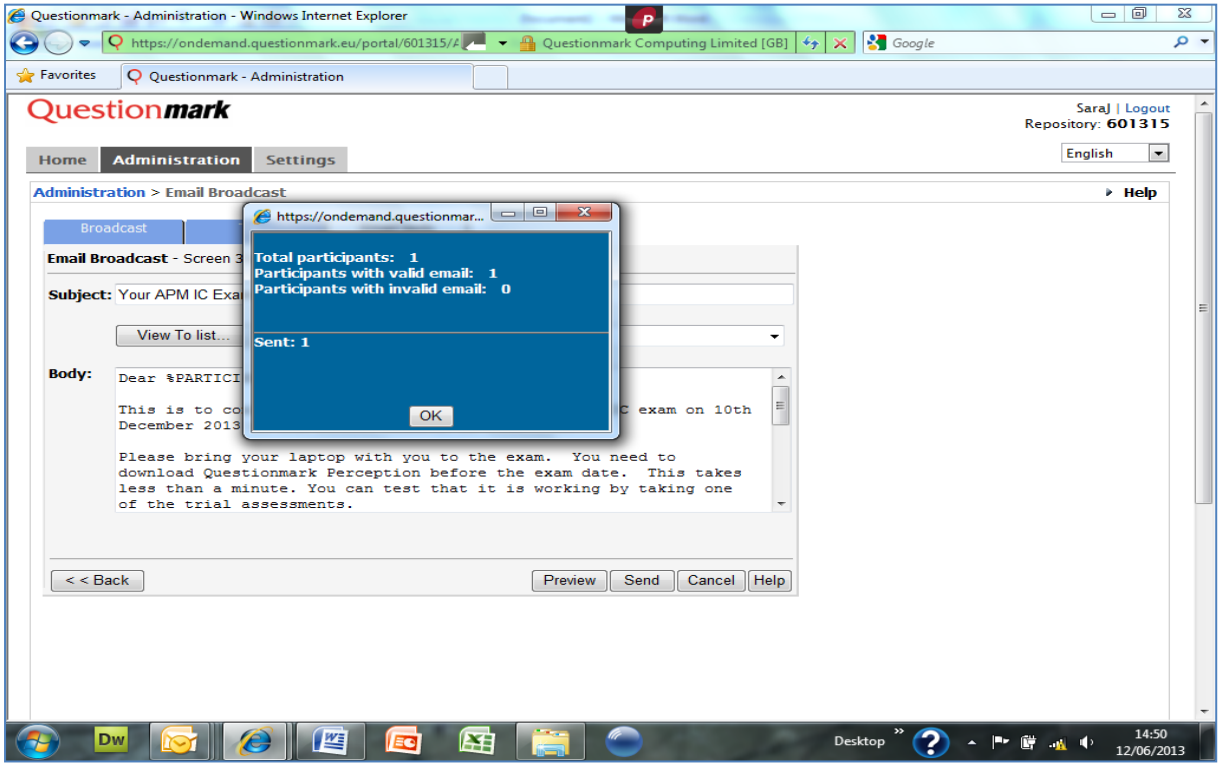
Participant ID
First name
Last name
Email address
Password

By clicking Preview you will be able to see your completed email, and if you are happy with it click Send.

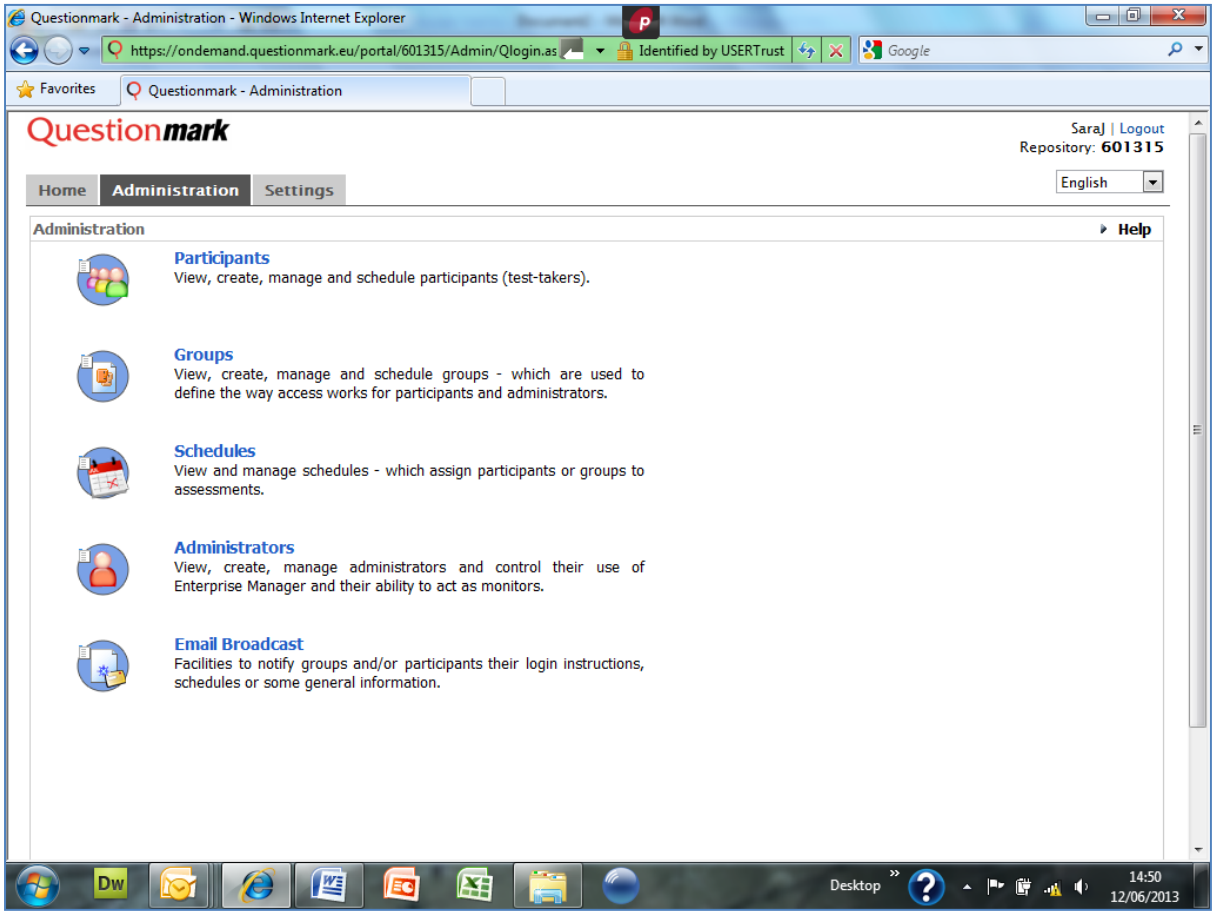

Questionmark - Administration - Windows Internet Explorer
Questionmark
Home
Administration
Settings
Administration > Email Broadcast
Broadcast
To...
Email Broadcast - Screen 3 of 3
Subject: Your APM IC Exam
View To list...
Body:
< < Back
Preview
Send
Cancel
Help
https://ondemand.questionmark.eu/?now=49643.75 - Preview - Windows Internet Explorer
Close
From: sara.jefferson@apm.org.uk
Sent: 12/06/2013 13:48:46
To: []
Cc:
Subject: Your APM IC Exam
Dear Nat
This is to confirm that you are booked to take your IC exam on 10th December 2013 at The London Chamber of Commerce.
Please bring your laptop with you to the exam. You need to download Questionmark Perception before the exam date. This takes less than a minute. You can test that it is working by taking one of the trial assessments.
Download Perception by copy this link into your browser:
https://www.questionmark.com/secure/Pages/default.aspx
To access the exam access the portal at: https://ondemand.questionmark.eu/601315/perception
Your login credentials are as follows:
Login name: nathaniel.morosoli@apm.org.uk
14:48
12/06/2013

You will receive immediate on-screen confirmation from the system of the email recipients and then that it has been sent.





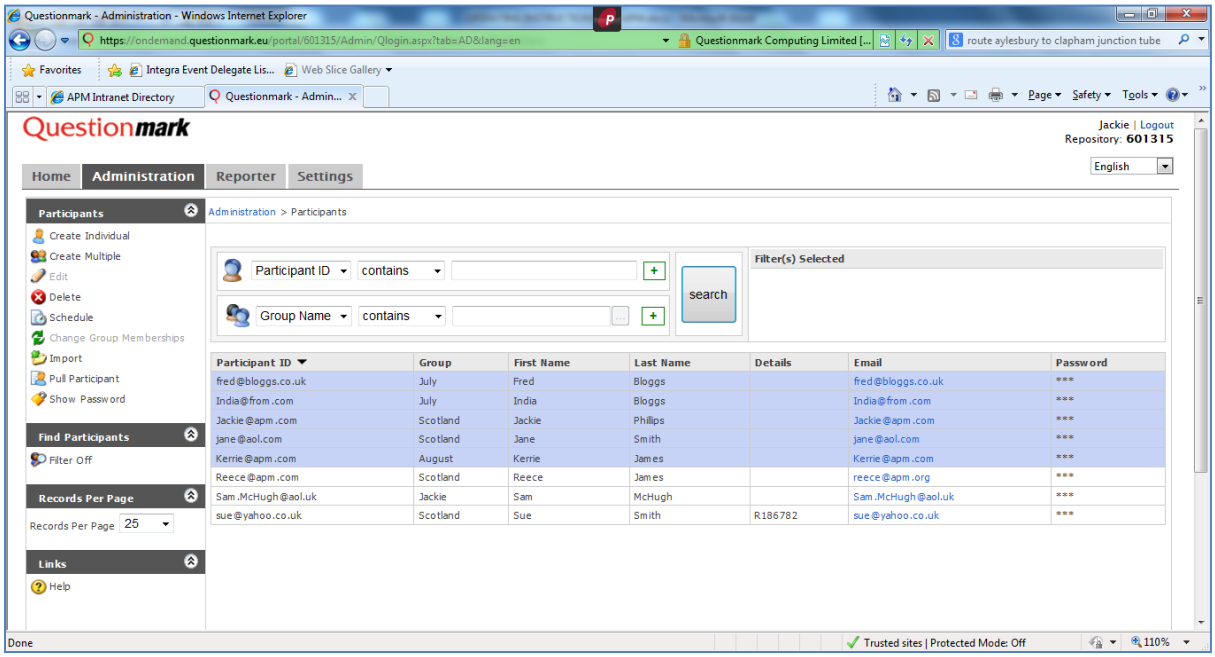
Back to main menu



Scheduling an exam for candidates in a Group or Sub-Group

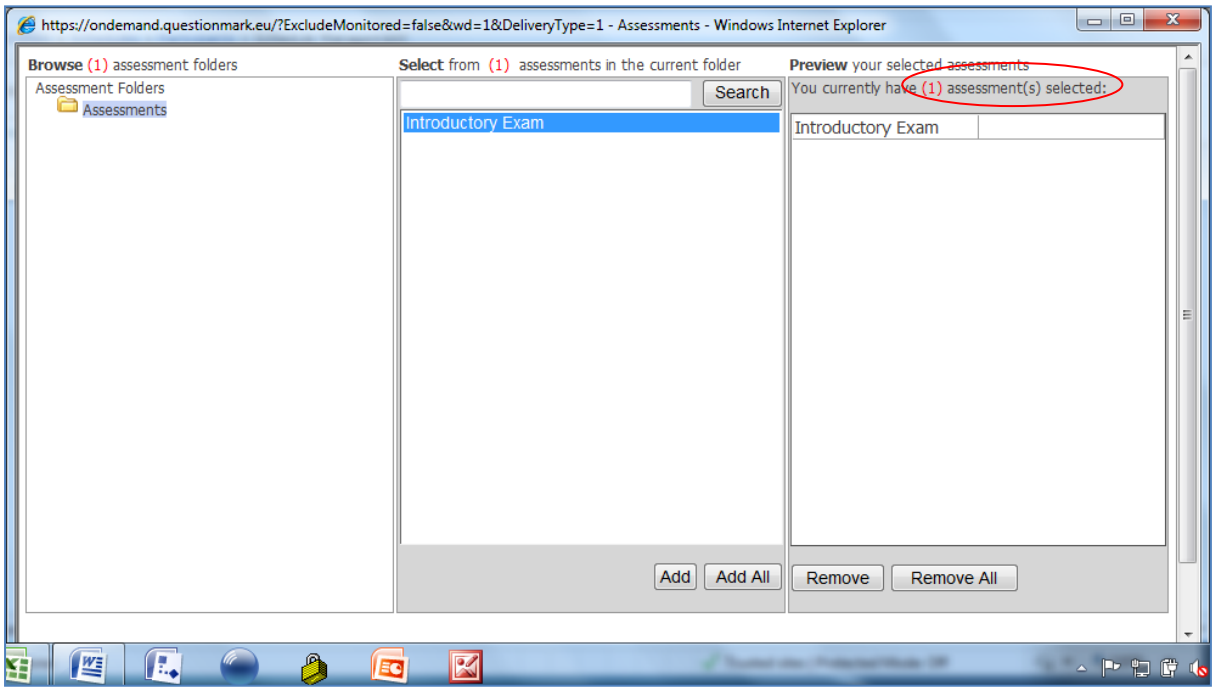
You can Schedule all candidates in a group or sub-group to take the IC online examination by highlighting their names and clicking Schedule in the left hand toolbar.

First ensure you have placed the candidates into the correct group or sub-group.

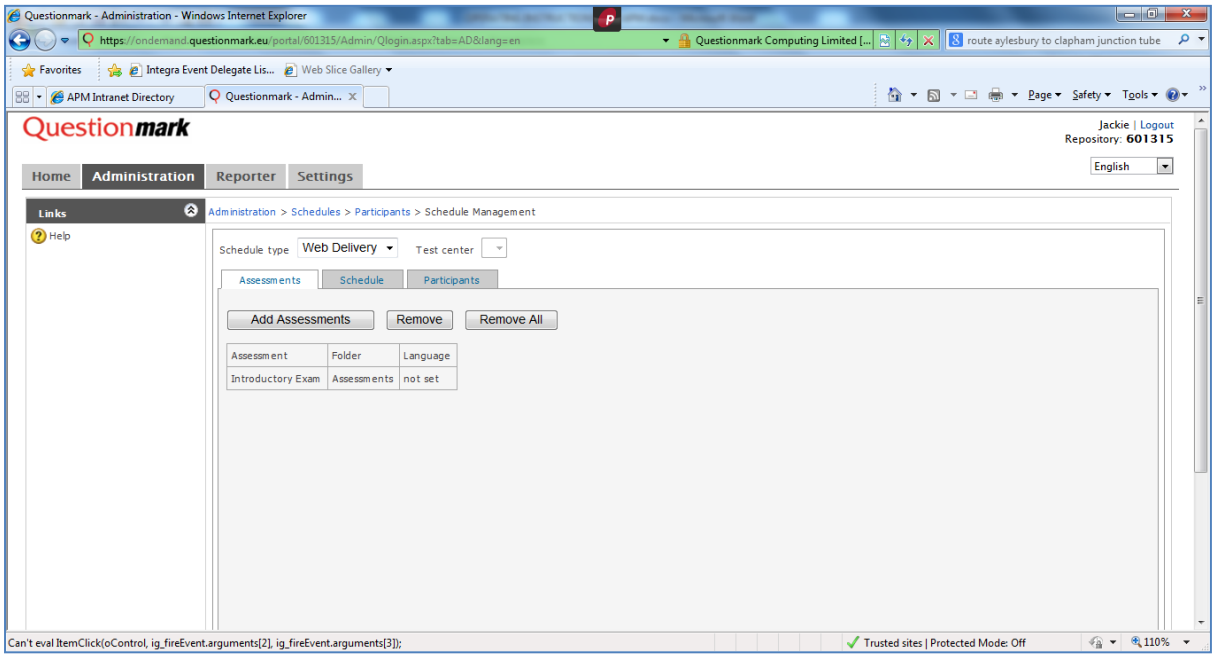


Firstly in the Administration/Participants menu highlight the names you require by holding down the shift key plus right click on each record then click Schedule in left hand toolbar.

This is the scheduling screen. Highlight the Assessments tab on left, the Introductory Exam in the middle field and click Add and make sure it appears in the right hand column. As you can see the message shows the number of assessments selected. You will always see only Introductory Examination.

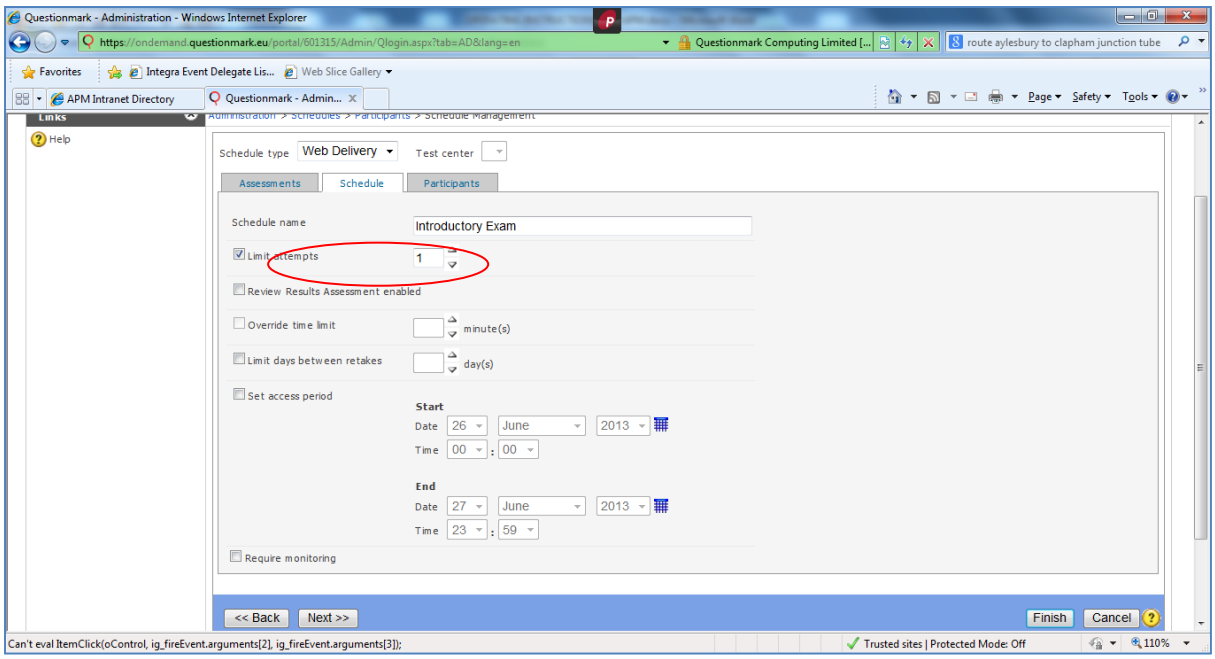


The next screen confirms the assessment has been added



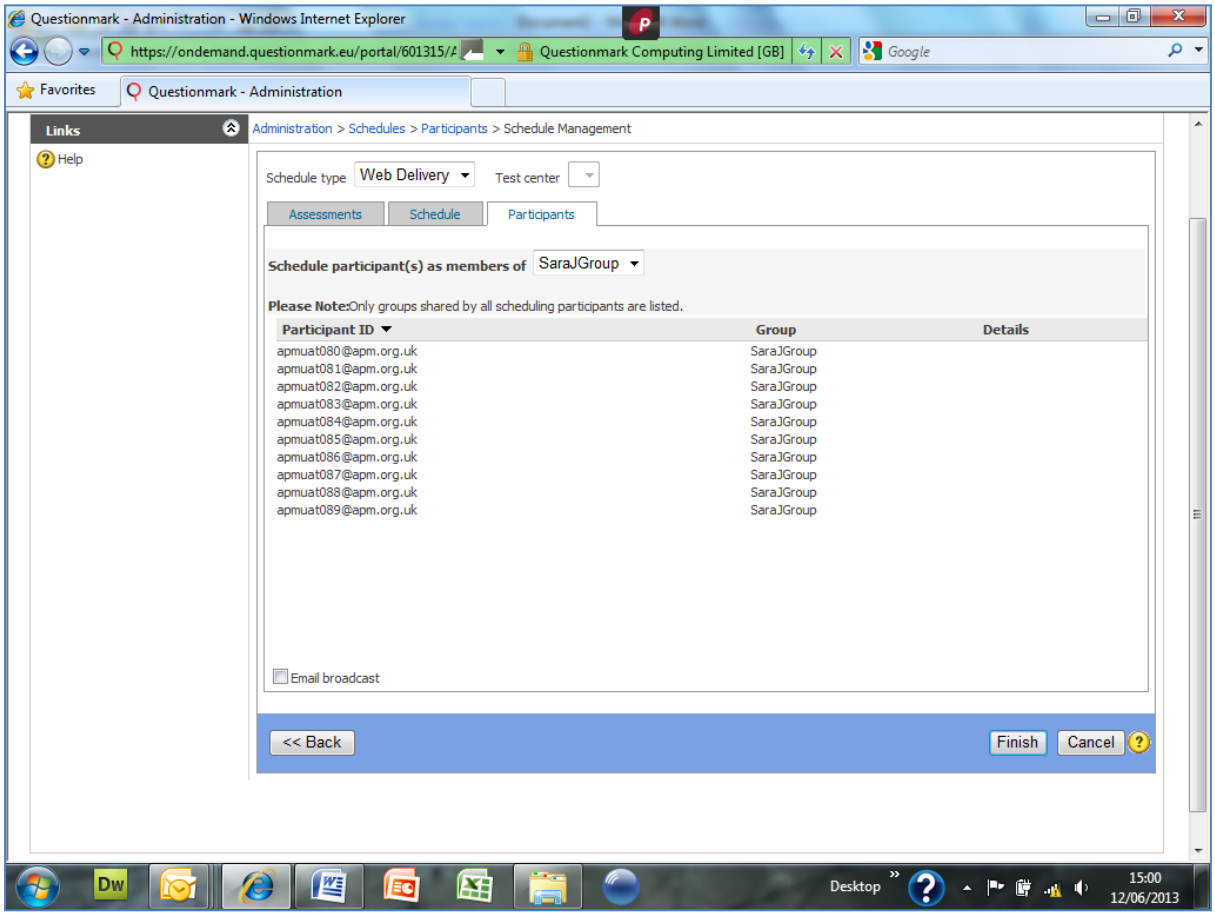
Next complete the remainder of the tabs . In Schedule ensure that Limit attempts is ticked and set to 1. (Failure to do this will allow candidates to take an unlimited amount of examinations. APM charges on the basis of examinations taken).

We suggest that you do not allocate a specific time for each examination since any delays will mean that the examination is not available to candidates when they try to start their examination. If you do choose a specific time it is best to allow a margin of several hours.



Click next to reach Participants who have this examination scheduled

You will then see your candidates listed as participants scheduled to take the exam as shown, either in Group or sub-group.



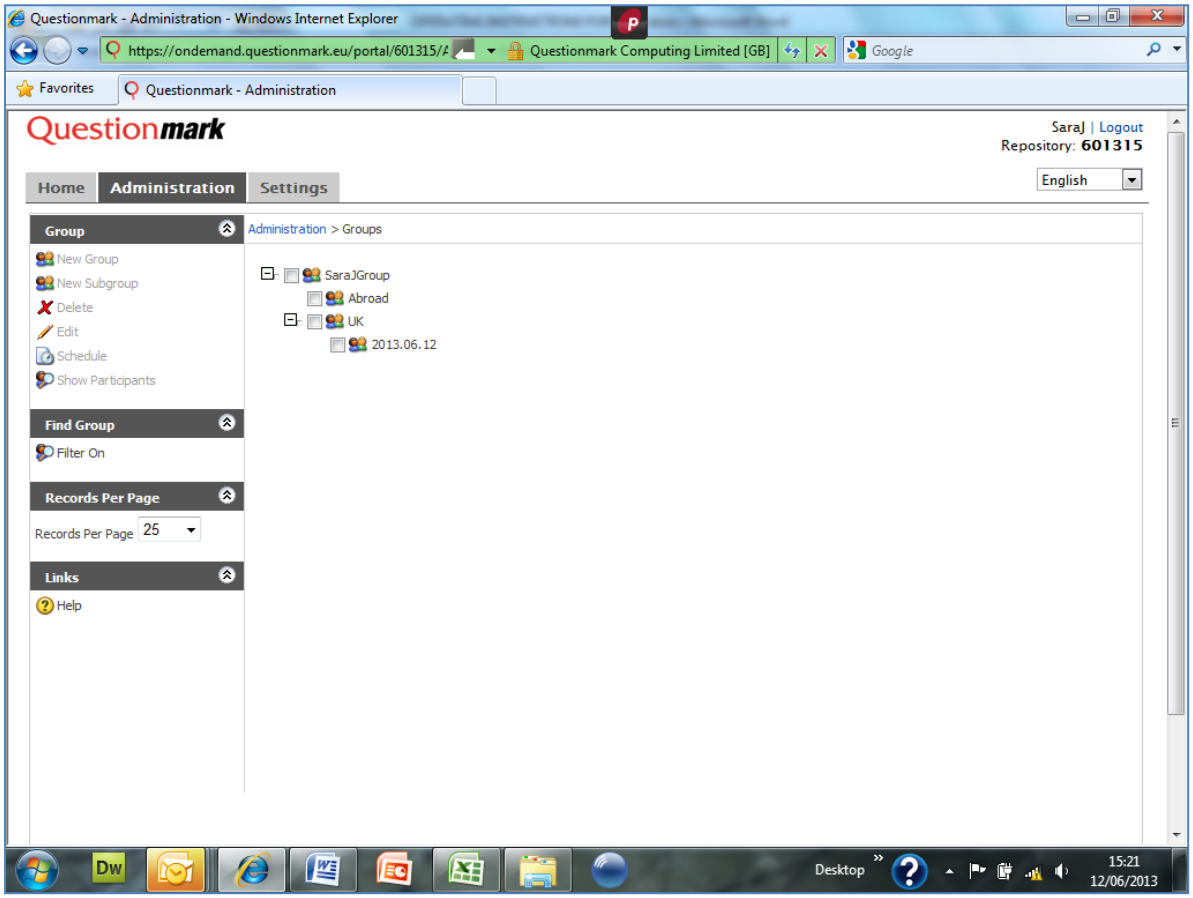
The Participants tab shows all participants who have IC online exam available to them.

Click Finish to return to following screen

Allocating participants to a Group or Sub-Group

This screen details how your candidates might be organised into sub-Groups.

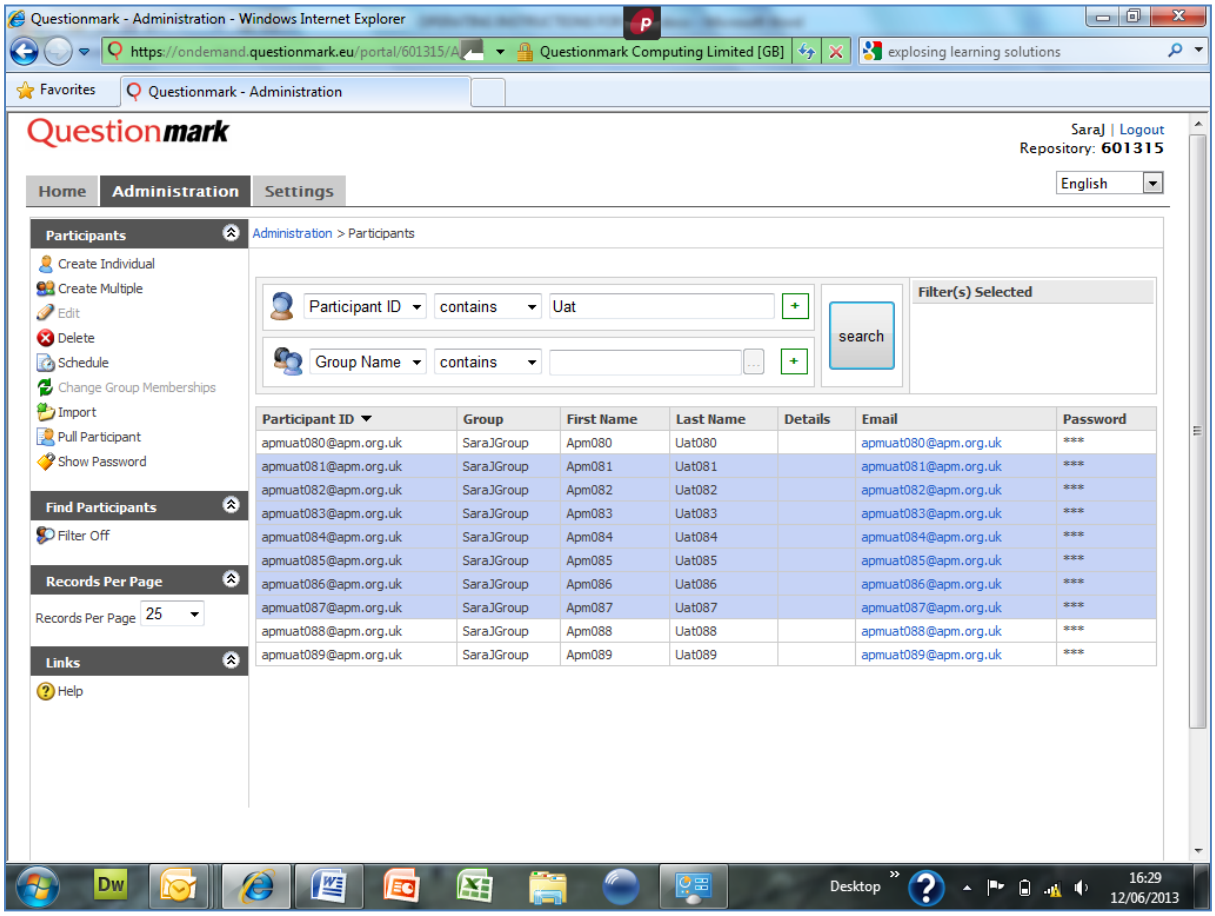
In the Group tab you can create 'sub-groups' which you can use to keep candidate records appropriately. This will allow you to find them easily. The sub-groups could perhaps be exam dates/corporate client names/locations etc.



In this case the SaraJ group is the group name. All candidates are listed here and they are allocated to a specific sub-group if desired.

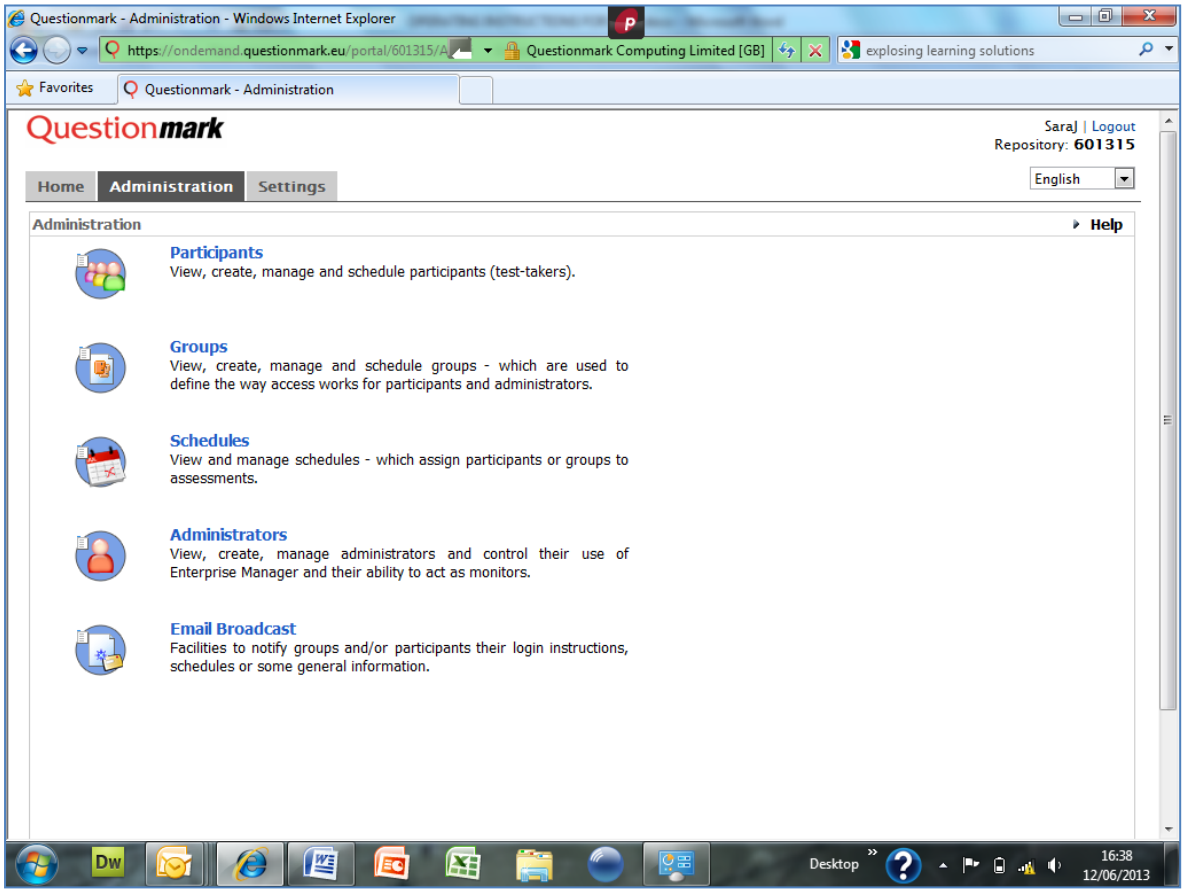
Note: The Group name is the AP's name.

If you wish to add participants to a specific Group or sub-group as shown below (to take the examination in Edinburgh on 13 6 13) you must first select them from the Participants tab.


Questionmark - Administration - Windows Internet Explorer
Questionmark
SaraJ | Logout
Repository: 601315
Home
Administration
Settings
English
Participants
Administration > Participants
Create Individual
Create Multiple
Edit
Delete
Schedule
Change Group Memberships
Import
Pull Participant
Show Password
Find Participants
Filter Off
Records Per Page
Records Per Page 25
Links
Help
Participant ID contains Uat
Group Name contains
search
Filter(s) Selected
Participant ID | Group | First Name | Last Name | Details | Email | Password
apmuat080@apm.org.uk | SaraJGroup | Apm080 | Uat080 | apmuat080@apm.org.uk | ***
apmuat081@apm.org.uk | SaraJGroup | Apm081 | Uat081 | apmuat081@apm.org.uk | ***
apmuat082@apm.org.uk | SaraJGroup | Apm082 | Uat082 | apmuat082@apm.org.uk | ***
apmuat083@apm.org.uk | SaraJGroup | Apm083 | Uat083 | apmuat083@apm.org.uk | ***
apmuat084@apm.org.uk | SaraJGroup | Apm084 | Uat084 | apmuat084@apm.org.uk | ***
apmuat085@apm.org.uk | SaraJGroup | Apm085 | Uat085 | apmuat085@apm.org.uk | ***
apmuat086@apm.org.uk | SaraJGroup | Apm086 | Uat086 | apmuat086@apm.org.uk | ***
apmuat087@apm.org.uk | SaraJGroup | Apm087 | Uat087 | apmuat087@apm.org.uk | ***
apmuat088@apm.org.uk | SaraJGroup | Apm088 | Uat088 | apmuat088@apm.org.uk | ***
apmuat089@apm.org.uk | SaraJGroup | Apm089 | Uat089 | apmuat089@apm.org.uk | ***
Desktop
16:29
12/06/2013

- Select candidates within Participants tab you want to allocate to the sub group Edinburgh 13 6 13. In this case we searched for Participant ID contains 'Uat' (case sensitive) and the system returned the full list of those whose names include Uat. You can also search for candidates registered to your Group in a similar way.
- Once you have selected the candidates by highlighting them individually or in a group click Schedule in the left hand tool bar. (See page 30).
- As before click you must limit attempts to 1. IT IS VERY IMPORTANT that you restrict attempts to '1' otherwise the exam will be available to the candidate for as many attempts as they wish and APM charges for each completed examination.

To check that participants have been placed in the correct Group you can view them via the Schedules menu


Questionmark - Administration - Windows Internet Explorer
Questionmark Computing Limited [GB]
exploring learning solutions
Favorites
Questionmark - Administration
Questionmark
Saraj | Logout
Repository: 601315
Home
Administration
Settings
English
Administration
Help
Participants
View, create, manage and schedule participants (test-takers).
Groups
View, create, manage and schedule groups - which are used to define the way access works for participants and administrators.
Schedules
View and manage schedules - which assign participants or groups to assessments.
Administrators
View, create, manage administrators and control their use of Enterprise Manager and their ability to act as monitors.
Email Broadcast
Facilities to notify groups and/or participants their login instructions, schedules or some general information.
Desktop
16:38
12/06/2013

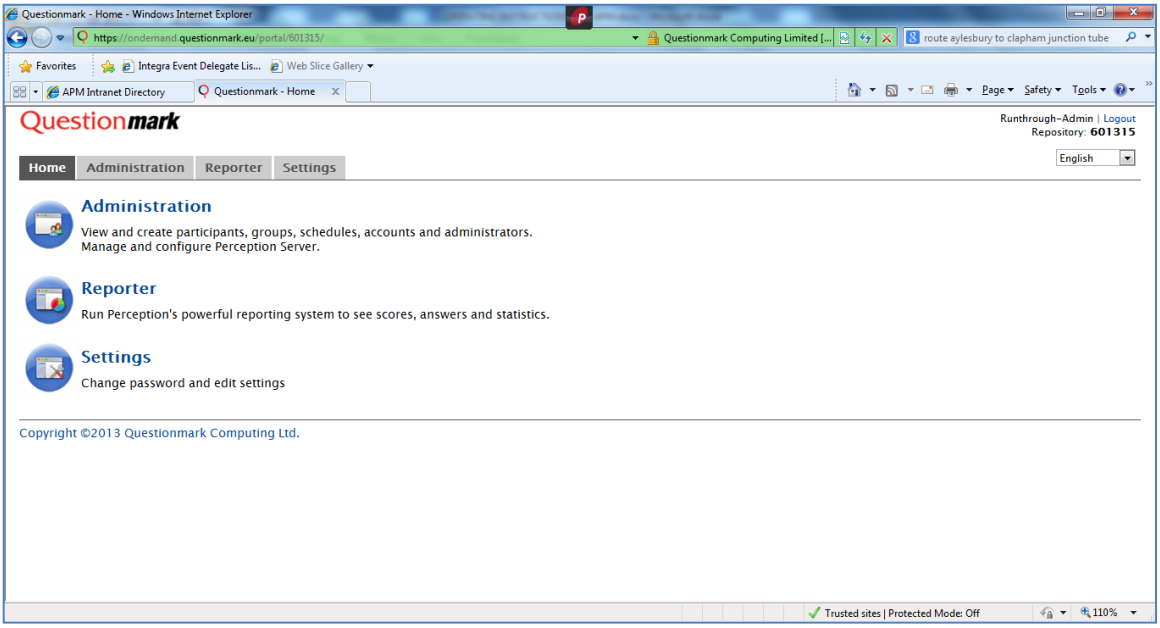
From this admin screen click Schedules

- Each scheduled event should be named in a way to make it easily identifiable.
- You will see a list of those scheduled to take the exam.

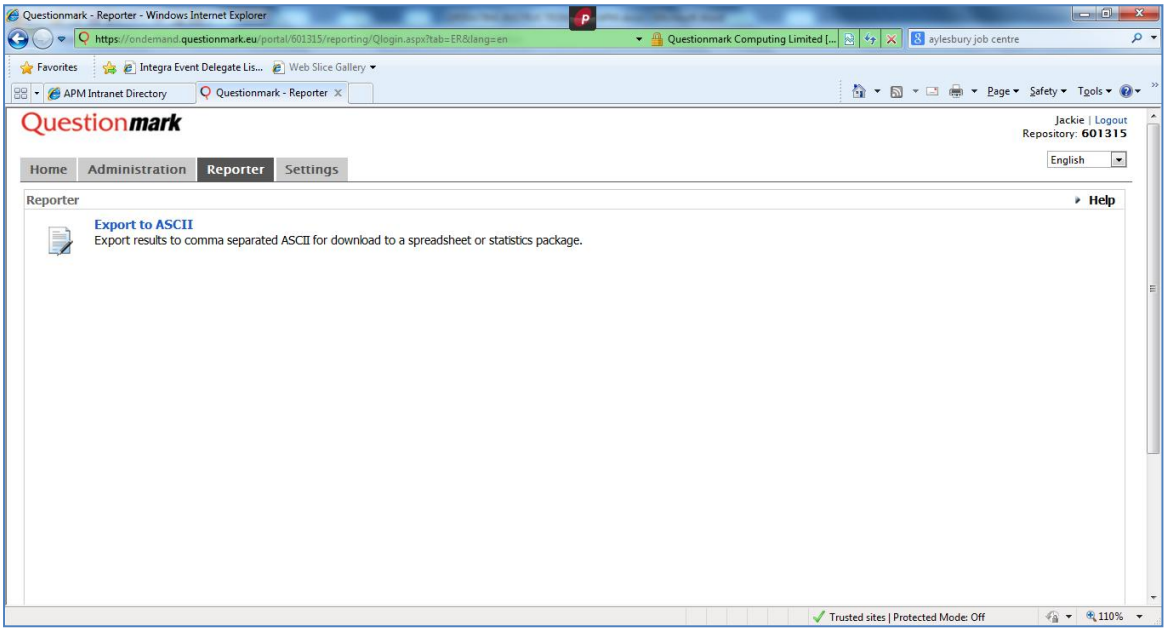
Reporting from Questionmark

We have been provided a standard report which can be downloaded from Reporter in the Menu. This report provides Pass and Fail result for individual candidates. This report is available immediately the candidates have completed the examination – the report is subject to APM's results verification within three working days of the examination.

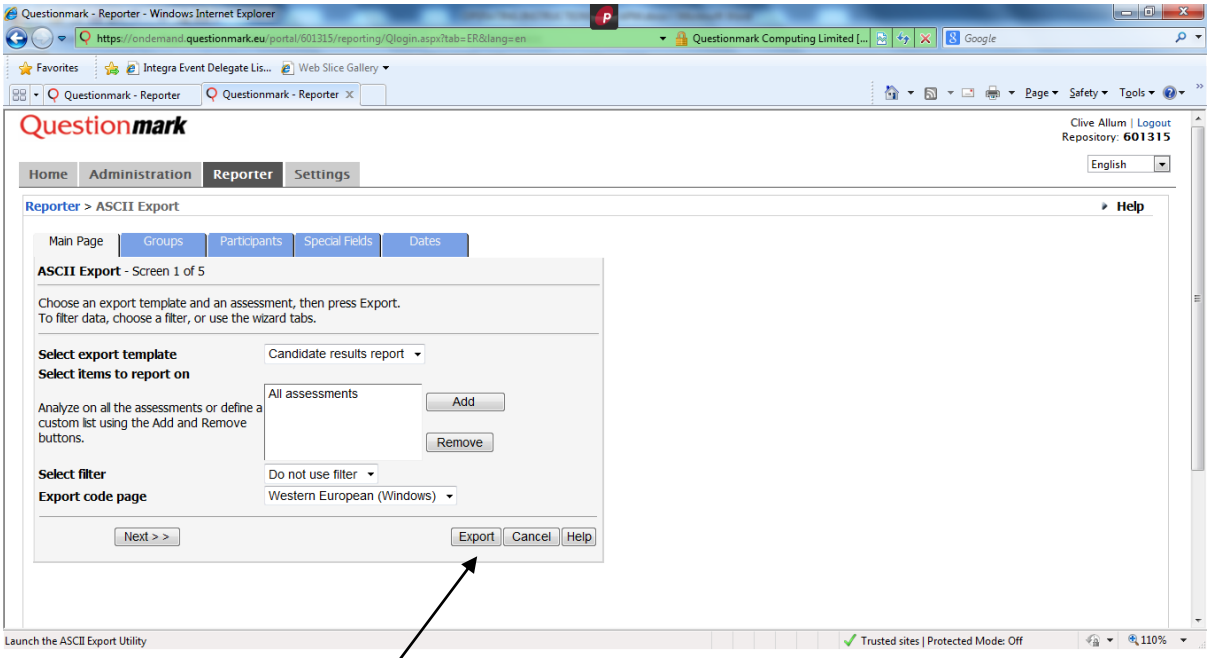
For more information please contact APM's Qualifications team or email iconline@apm.org.uk

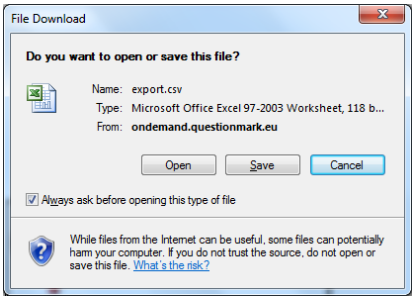


Click the Reporter tab to see the available report Export to ASCII



The screen below shows the standard report. APs may choose to amend the detail by using the tabs Groups, Participants, Special Fields, Details.




File Download
Do you want to open or save this file?
Name: export.csv
Type: Microsoft Office Excel 97-2003 Worksheet, 118 b...
From: ondemand.questionmark.eu
Open
Save
Cancel
Always ask before opening this type of file
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Click Export on Main Page tab then Open from pop up menu

Participant email	Participant group	Assessment name	Status	Date/time started	Date/time finished	Result
claire.prendergast@apm.org.uk	2013.06.21	Introductory Exam	Finished normally	June 21, 2013 - 14:14	June 21, 2013 - 14:33	Pass
graham.hawkins@apm.org.uk	2013.06.21	Introductory Exam	Finished normally	June 21, 2013 - 14:06	June 21, 2013 - 14:26	Pass
lauren.dunn@apm.org.uk	Qualifications training area	Introductory Exam	Finished normally	June 18, 2013 - 10:17	June 18, 2013 - 10:38	Pass
apmuat501@apm.org.uk	2013.06.21	Introductory Exam	Finished normally	June 21, 2013 - 14:06	June 21, 2013 - 14:40	Pass
helen.atherton@apm.org.uk	2013.06.21	Introductory Exam	Finished normally	June 21, 2013 - 14:07	June 21, 2013 - 14:31	Pass
sue.severn@apm.org.uk	2013.06.21	Introductory Exam	Finished normally	June 21, 2013 - 14:01	June 21, 2013 - 14:40	Pass

The report will then be downloaded into Excel and gives the information shown above for each candidate together with their result. This report is available immediately after the examination but is subject to APM verification within three working days and Qualifications having received the appropriate invigilator's report at the end of the examination.

How to manage an exam event

Before the exam you need to let each candidate know the URL, their credentials (candidate ID and password). You can broadcast an email to all participants via the Email Broadcast feature in Questionmark or use your usual process.

Ask candidates to arrive in good time and ensure that they have downloaded Questionmark Perception and that it is working correctly.

- If candidates are using their own machine this download information must be given to them in advance. The download is quick and required only once on each computer used for IC online.
- URL for download:

  https://www.questionmark.com/secure/Pages/default.aspx

- To verify that Questionmark Secure has downloaded correctly, please try out the trial secure assessment identified in the download.

If you are using your own PCs or laptops Perception must be loaded on each of them.

The following pages detail specific instructions for invigilators for IC online examinations.

Introduction for examination invigilators

Both APM appointed Invigilators and invigilators acting under self-invigilation agreements with APM should ensure that they are familiar with the instructions within this document.

Introductory Certificate - 1 Hour multiple choice examination taken online.

Invigilators shall ensure that candidates:

- show photographic evidence of identity
- do not communicate with each other during the examination
- do not, unless expressly permitted by APM, bring any written or printed material into the examination room; with the exception of translation dictionaries (with prior approval of APM)
- do not eat during the examination (unless express permission by APM has been give for food to be consumed by named candidate/s)
- do not leave the examination room within the first thirty minutes of the examination, save in exceptional circumstances, and with the permission of the invigilator. In order to avoid disturbing other candidates, candidates may not leave the examination room during the last fifteen minutes of the examination, save in exceptional circumstances and with the permission of the invigilator
- do not enter the examination room once the examination has commenced

On the day of the examination

If invigilators have any questions regarding the examination event on the day of the examination they should contact the accredited provider holding the examination. If they need assistance with the online portal they should contact APM's Qualifications team 01844 271680, or 07930 905987 out of hours.

Rules for invigilators

Please note: All invigilators must have access to email to enable them to send the required examination confirmation email to APM at the end of the examination.

1. Attend the exam venue at least 30 minutes before the exam is due to start.
2. Introduce yourself to the venue contact and make any necessary arrangements for relief periods during the examination (if required).
3. Familiarise yourself with the emergency procedures of the venue.
4. Display the 'Conduct of Examination and Right of Appeal' in a conspicuous place.

The examination room

1. The examination room must be light, well-aired and quiet; there should be no external distractions.
2. There should be a telephone and a clock available for your use in the examination room. A timer on screen shows elapsed time throughout the exam.
3. The desks should be adequately spaced and facilities must be provided for the candidates to complete the examination and not be overlooked by others.
4. The invigilator should have space to store any bags, books, mobile telephones or other items belonging to the candidates but not permitted in the examination.

Facilities

1. The venue should have washroom and toilet facilities available.
2. Drinking water should be available to candidates before and during the examination.
3. All facilities should be available for up to half an hour before the examination and half an hour afterwards.

If you are dissatisfied with the venue requirements please contact APM immediately.

Before the examination

1. Ask candidates to place all their belongings in a suitable place away from their desks.
2. Verify the identity of each candidate. Candidates must provide photo evidence of identity e.g. driving licence, passport, work or student ID.
3. Instruct candidates to login to the exam portal on arrival
   URL: https://ondemand.questionmark.eu/delivery/perception.php?customerid=601315
4. Tell candidates that they will see IC online available to them when they login.

Questionmark Perception operating instructions

1. Wifi access must be via fast broadband connection. Invigilators must ensure that the wifi connection is working and that they are able to tell candidates the code or password to login to the internet connection. Invigilators should ask the venue staff for this information.
2. Laptops or PCs provided by the accredited provider must have Questionmark Perception downloaded and working. Check with each candidate that they have Questionmark Perception on their laptop if using their own machine.

The following advice should be given verbally to all candidates once they are logged into Questionmark, ready to start the exam.

- Questionmark Perception locks the screen in use and prevents candidates from navigating away from the examination screen throughout the assessment.
- After clicking IC online they will see the data protection questions and be asked to input the name of their employer (if applicable).
- Candidates should then click continue and the exam welcome screen and instructions is shown on the next screen.
- The timer will only start when they see the first question on screen.
- Candidates are able to change the font size on screen by clicking the symbol at top right of screen.
- Candidates can change contrast to blue background & yellow text by clicking symbol next to font size.
- The View Questions button shows progress. Questions can be flagged electronically to remind the candidate to return to the question to check their answer, (this is done by using the 'flag' icon on screen) and candidates can navigate through the test using the bar.
- Candidates can review their answers and change if they wish before submitting.
- Candidates must view **all** questions before they will be able to see the Submit button on question 60.
- At the end of the examination candidates must click 'submit' and the system will ask for confirmation that they are ready to submit.
- Once candidates have submitted their answers, they cannot go back.
- To close the browser candidates should click start button on their computer.
- Candidates will receive result indication at the end of the examination and formal verification from APM within 3 working days.

During the examination

Invigilators should not leave the room, unless under prior arrangement with the venue contact or in emergencies. If possible, curtail any activity taking place in adjacent rooms or elsewhere that may be considered to be detrimental to the performance of the candidates via the venue contact.

1. Candidates are permitted to bring and use their own laptop.
2. Do not allow candidates to eat during the examination (unless advised by the APM qualifications department).
3. Do not allow any late arrivals into the examination room once the examination has commenced.
4. You may ask any candidate to leave the examination room, at any time, if you think this necessary to maintain proper conduct in the examination room; any such action, the reason for it, the time of the action and the time of the candidate's return (if applicable) must be recorded in the examination confirmation email.
5. Do not distract candidates in any way. Invigilators should ensure that mobile phones are switched off or on silent.
6. Walk around the room at least every 20 minutes for the duration of the examination.

Emergency procedures

1. Invigilators are expected to familiarise themselves with the safety and fire procedures of the examination venue and room and check fire escape routes.
2. The invigilator must advise all candidates of these and, in particular, draw their attention to the escape routes.
3. Should it be necessary to evacuate the building, the invigilator will oversee the evacuation of the examination room.

In case of disruption

1. Note the time at which the examination was disrupted.
2. Instruct candidates to log off from the examination by clicking Alt + F4 to close their browser if there is time.
3. The examination will re-start at the point they left it. In an emergency candidates should evacuate the room and the invigilator should contact APM for instruction on how to manage the examination.
4. Accompany candidates to a safe place.
5. When permission is given to re-enter the building, accompany the candidates into the examination room.
6. Decide if the examination should be completed. If unsure how to proceed, the invigilator should contact the APM qualifications department.
7. Detail the interruption and any recommendation in an email to iconline@apm.org.uk

In the event of accident or emergency in the examination room (such as a candidate falling ill), the invigilator should inform the named contact at the venue. Should such an emergency disrupt the examination, the invigilator must ask the candidates to close their browser by clicking Alt + F4 and then login again when conditions have returned to normal. Additional time will not be needed the system will calculate this automatically.

Examination procedures Introductory Certificate examination online - 1 hour

Before the examination starts	▪ If candidates are using their own machine this download information must be given to them in advance. The download is quick and required only once on each computer used for IC online. URL for download: https://www.questionmark.com/secure/Pages/default.aspx To verify that Questionmark Secure has downloaded correctly, please try out a secure assessment which will be found on the web page. ▪ Advise candidates that they must open the examination portal in their internet browser at: https://ondemand.questionmark.eu/601315/perception Login with their username (email) and password as provided by the accredited provider. Read the instructions carefully on screen. The examination timer will not start until they see the first question on screen. ▪ Advise candidates when they may commence the examination.
At the end of the examination	Tell candidates to make sure they have submitted their answers. They will have received a result indication on screen. Verification will be sent by APM within 3 working days. At the end of the examination the invigilator must email: iconline@apm.org.uk to confirm that all candidates have completed the examination and that no irregularity has occurred. This email must be sent as soon as all candidates have submitted their test and before the invigilator leaves the examination centre. Failure to send this email will result in delays to candidates receiving verified results. Where no irregularity has occurred the email must contain the name of the AP, date of examination and name and telephone number of the invigilator, together with confirmation that no irregularity occurred. In the event that an irregularity has occurred the invigilator must email iconline@apm.org.uk immediately providing: Name of candidate Date of examination event Details of irregularity AP name & contact number Name & contact number of invigilator *Failure to send this confirmation email to APM will mean that all candidates in that session might not receive their verified result within the stated 3 working days.*

Rules for appeal

1. Candidates may appeal against the decision of the examining body on the grounds of bias, disregard of APM regulations, failure to consider relevant additional information provided or an administrative irregularity.
2. An appeal must be made in writing to the APM qualifications department. Appeal forms are available from the APM Qualifications department or by emailing iconline@apm.org.uk.
3. Candidate appeals must be received by APM qualifications department no later than 30 working days from the examination date.

Contact Telephone Number Qualifications: 01844 271680

Emergency out of hours contact telephone number: 07930 905987